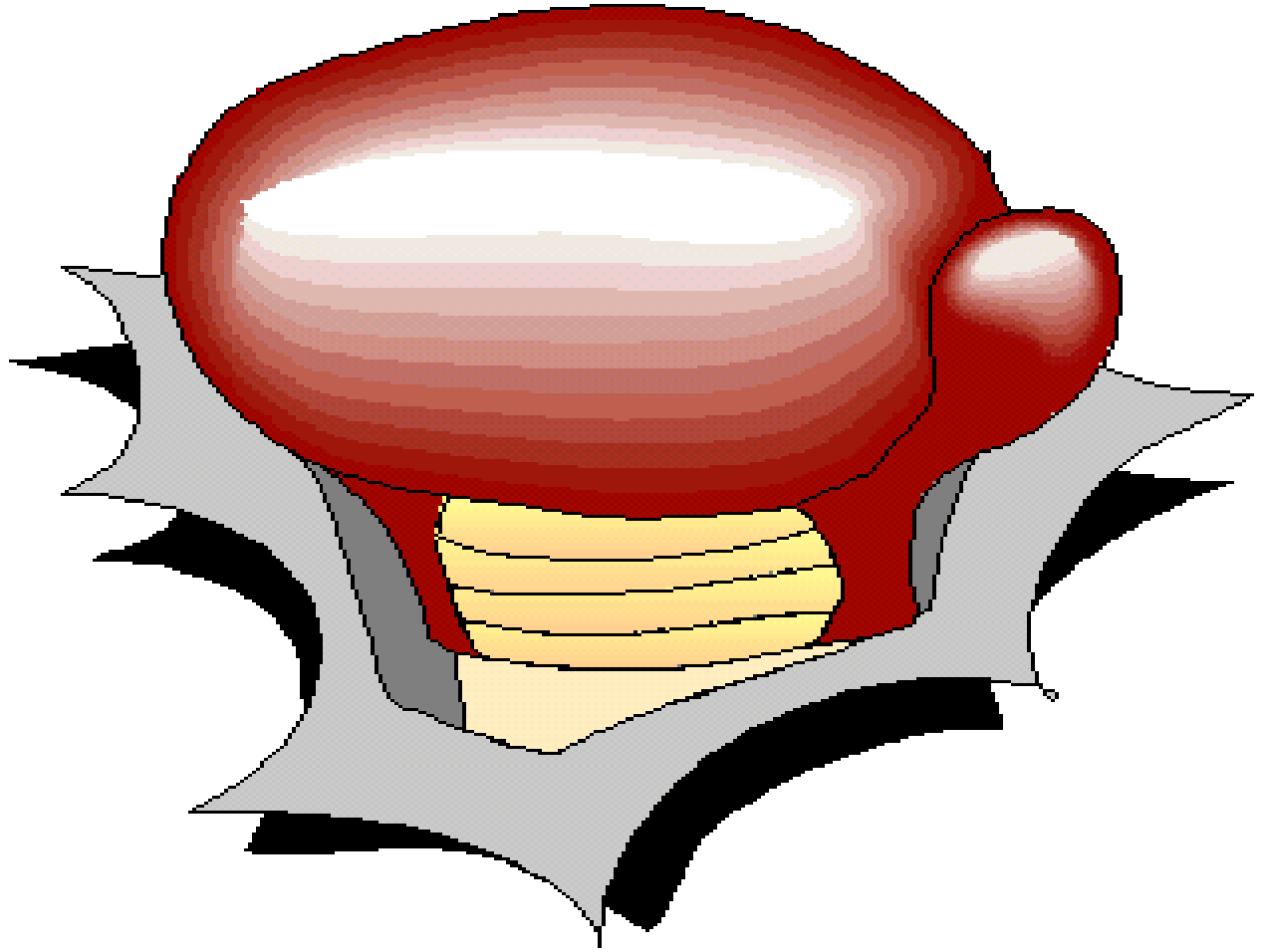


DIVERSITY: DON'T PUT IT ON THE SHELF



Breaking down the barriers

HOW DO WE KNOW IF WE ARE
REACHING EVERYBODY?
WHAT RESOURCES ARE AVAILABLE?
FIND OUT MORE INSIDE

WELCOME

Welcome to Diversity: Don't Put It On The Shelf. Inside you will find information on best practice, up and coming events both national and local, case studies, news, sessions and helpful information to get diversity on your organisation's agenda.

BREAKING DOWN THE BARRIERS

In this issue we take a look at why and how to monitor the services you provide and the staff you employ.

'Why do we need to monitor?' I hear you cry. 'Surely it's just more paperwork that gets filed away?' Monitoring helps us to establish a benchmark. Where we are at gives us an idea of how service users perceive us as an organisation, as service providers and as staff. It can help to identify;

- where things go wrong
- how you can improve
- how well a project is going
- people who don't use your organisation
- best practices
- what makes people come to your organisation

These are just a few examples. After you've established where you are, it can help you to promote what has been achieved so far and draw up an action plan to show areas which are going to be tackled. Monitoring can also be used to help evaluate what is being changed during the life of an action plan. I'm not suggesting that you monitor every week, as you may need more time before you can see a true result. Utility companies use monitoring to set an average bill for direct debits when you first move in and then adjust it after 6 months or a year. During this time an electricity company may have taken in to account that more electricity might be used during the colder months than warmer months and work out an average spend.

Ethnicity is a subject that crops up in all areas of our work and life. When you apply for jobs, monitor services, fill out questionnaires or the census, you are often asked to state your ethnic background. How many of us have felt that while filling out these forms, that this information isn't relevant to the surveyor or the organisation/company that has requested it? Many of us may just ignore the question if it is given as an option. But how many of us have included information as to why we ask this question? Would an explanation help us to encourage people to tick the boxes?

Here are some of the reasons why we use ethnic monitoring data:

- To highlight areas where there may be possible inequalities
- To investigate the barriers
- To remove social exclusion
- To use as a benchmark
- To see if policies are working

If your organisation is not monitoring ethnicity, you may find that people may see your organisation's equal opportunities policy as paying lip service to racial equality. The policy could lose its credibility and commitment among your staff and the people who are affected by it. To have an equality policy without ethnic monitoring is like aiming to do your tax returns in time without your financial records being in order.

Ethnic monitoring can also help to find out what the barriers are to some groups and individuals accessing your services and job opportunities. For example, the Mobile Library Traveller Project case study (highlighted in the last issue) used ethnic monitoring data to establish that Travellers were not using local libraries and looked at how to find solutions and make changes to the library service they offered.

Monitoring is a sensitive issue. How to encourage people to tick the box also depends on how you ask the question and which options you give to the person answering it. How to define disability will depend on the individual's assessment. Asking if you consider yourself disabled and requesting details, can help an organisation to assess how much support and assistance the person would require to make them feel welcomed and also to monitor the adjustments that are made.

For those that are monitoring sexual orientation, the form should explain how the data will be used and confirm that the information is to remain confidential. However, monitoring sexual orientation raises some issues where there is a variety of opinion amongst employers, employees and within the lesbian and gay community but it is good practice to monitor disciplinary and grievance procedures as a means to alert managers to homophobic attitudes within an organisation.

Like sexual orientation there is no legal requirement to monitor religion or belief. It can help organisations to support and accommodate their needs just as we do for those who consider themselves disabled or for a new employee. As many faith groups require religious observance during the day, on some weekends or at certain times of the year, accommodating their needs may mean changes to existing practices through detailed knowledge of their staff. Knowing the make up of your staff can also help with dress code, providing refreshments or staff meals and how to support them in exceptional circumstances.

For the public and service users it can help build a relationship of trust and help to develop services tailored for all. Your organisation's reputation as a good and fair provider of goods or services could improve as well as your prospects as an employer.

Organisations that encourage job applications from under-represented groups may be wasting its time and money if the real reason is that they are already applying, but are being rejected, for whatever reason. Where and how an organisation promotes its job/ volunteering opportunities may also reflect the candidates they receive replies from.

It can also be used to help detect problems at an early stage and avoid what could turn out to be costly complaints of racial discrimination.

For further information on monitoring, please see **WHERE IS IT HIDING?** on page 8.

So, What's in it for me?

Diversity on the Agenda Conference

**This is a Free Event, but booking is required by
1st November 2004.**

Kesgrave War Memorial Community Centre, Kesgrave, Ipswich
November 18th 2004 9.30 - 4.30

This event is for Managers, Volunteers and Staff who want to understand the range of issues around what is meant by diversity, how to manage change, and celebrate the achievements made. Explore and ask questions on how diversity has helped communities, staff and volunteers. Share the experience of how to overcome barriers.

Watch the moving film created by the feelings of young Romany Gypsies, 'A Gypsy's Wish', that touches on Romany life, how they are portrayed by others and what the future may hold. The story is about Kelly, a 16 year old Romany Gypsy, who wishes to become a singer but has to overcome taunts and racial abuse to try and achieve her dream. A chance to ask questions will follow the showing.

Join in the workshops and learn how to write a diversity policy for your organisation, case study examples of how others have benefited from diversity, what steps they took and the lessons that were learned.

DIVERSITY ON THE AGENDA CASE STUDY

Let's talk- Your rights

A communication event for refugees and asylum seekers

The 'Let's talk - Your rights' event was held in Ipswich on 15th June 2004 during Refugee Week 14th - 20th June 2004.

The local Crime and Disorder Partnership and Racial Harassment Forum action plans both identified the need for a communication event that encourages refugees and asylum seekers to raise issues regarding their rights and other areas that are important to them, in an environment that is comfortable to them.

The Racial Harassment Forum (RHF) is a multi-agency group, which looks at the work of public authorities and listens to the needs of local people and community groups. The group is made up of representatives from community groups, voluntary agencies and statutory agencies. Its aim is to support the work of the County Council's Racial Harassment Initiative, and ensure that all incidents of racial harassment are properly and sensitively investigated, and that the victims are aware of the support that is available to them.

A consultation meeting was held with Suffolk County Council, Crown Prosecution Services (CPS), Suffolk Criminal Justice Board (SCJB), CSV Media, Suffolk Constabulary and refugee / asylum seeker clients to seek ideas on the best way to plan and present the event.

The following objectives for the event were drawn up:

- To provide an informal communication event for refugees, asylum seekers and representatives of the Racial Harassment Forum and Criminal Justice Board.
- For those attending to increase their understanding of issues which are of particular importance to refugees and asylum seekers around an individual's right and access to services.

CSV Media Clubhouse in Ipswich was chosen as the preferred venue, due to its location close to the town centre and one that is regularly attended by refugee and asylum seekers for training, music and access to internet services.

Invitations that were produced by CSV Media could easily be distributed to those who used their facilities and ensured that the event would only be attended by those wishing to inform or be informed of their rights. Informal dress was decided to be the best dress code, as uniforms may make people feel uncomfortable and not encourage them to speak out about issues concerning them.

The event was scheduled to run from 4 until 6.30pm, to be facilitated by the Diversity Manager for Suffolk County Council who was assisted by representatives from the Refugee Council, CSV Media, CPS, SCJB, Suffolk Community Refugee Team and Primary Care Trust, RHF, Suffolk Constabulary, Suffolk County Council, Racial Harassment Initiative, an independent social rights advisor and interpreters.

The programme included:

- Introductions and overview of the day
- Icebreaker exercise ' Do you feel able to report a crime?', 'Do you know how to report a crime?'
- Issues important to those attending, exercise
- Discussion, regarding issues important to those attending
- Rights information
- Summary
- Validation questions (as per Icebreaker)

The Icebreaker Exercise invited those attending to indicate their response to the questions by placing face stickers on posters containing the questions, to indicate how confident they felt. Smiling face = very confident, Straight face= indifferent, sad face = not very confident. It was then explained that these and other issues would be discussed during the event. The participants were invited to talk among themselves about the issues they would like to discuss further and write them on to post-it notes and place them on the white board. During the break, the topic areas were then translated prior to the breakout sessions.

The issues were split in to groups, Breakout group 1 concentrated on people's rights, housing and the police. Breakout group 2 concentrated on the use of sign language and treating people differently. Following the discussion, the areas raised and information provided by the facilitators were summarised and shared. The participants were invited to repeat the Icebreaker Exercise and everyone indicated that they knew how to and were now able to report a crime.

Resources at the event included displays for the SCJB and the RHF with information on third party reporting for Hate Crime. Pens with the Racist Incident Helpline phone number on them were given out, along with versions of the RHF information leaflet in English, Kurdish and Farsi. Participants were informed that the Racial Incident Helpline could be used in the language of their choice to report incidents.

The event met all the objectives set out, and although the event was due to finish at 6.30, at least half of those who attended, remained for a further half an hour, discussing specific issues with the facilitators. Several people asked for a further event to be held to discuss education, housing and asylum issues in more detail.

During the event it was agreed that issues arising would be taken to the RHF and an action plan would be developed to take these forward. Some of the issues raised related to issues outside the scope of the agency representatives who arranged the event, and emphasised the need for a subsequent event. The RHF has agreed the need to hold further events, and a sub group will be set up including 2 people who expressed an interest at the event as being community contacts. A subsequent event would also provide a more reliable assessment, indicating whether the refugees and asylum seekers will have been able to apply the information that they have been given.

Should you wish to submit anything for the newsletter (events, project launches, best practice, etc) please forward them to me at;

tracy.ray@savo.co.uk

Tracy Ray,
Diversity Officer,
SAVO,
Dickson House
43a Woodbridge Road East,
Ipswich,
Suffolk.
IP4 5QN

Tel. 01473 273273

If you send anything via E-mail to include in the newsletter, could you please put it in font size 14.

Diversity:Don't Put It On The Shelf is a free e-newsletter.

Please feel free to forward this on to colleagues or partners who may benefit from or have an interest in the information. To obtain you own copy or make any comments and contributions please E-

mail:[***tracy.ray@savo.co.uk***](mailto:tracy.ray@savo.co.uk)

Note: Views expressed do not necessarily represent the policy, views or position of SAVO. Whilst every effort is taken to provide accurate information, we accept no liability for any error or omission.

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www.savo.co.uk

WHERE IS IT HIDING?

With each newsletter, there will be a selection of websites that you will find handy. They contain toolkits and information on diversity that I have found helpful while researching.

Monitoring

Website: [http:// www.cre.gov.uk/gdpract/em.html](http://www.cre.gov.uk/gdpract/em.html)

The Commission for Racial Equality has produced details of ethnic monitoring and guidance as to how the information should be gathered and used. Click on **Good practice** on the left hand side menu and then **Ethnic monitoring - Why keep ethnic records** on the right hand side menu. The frequently asked questions section looks at the challenges that have been asked by users, service providers and employers regarding ethnic monitoring.

Website: http://www.statistics.gov.uk/about/ethnic_group_statistics

National Statistics have released guidance on how to collect and classify data on ethnicity. It gives you a simple, practical way of understanding the subject and provides guidance on the best way to gather and collate these sorts of data in your own area. They have also provided two models: a two-question and a single question method. They also have a section about why the ethnic group categories are placed in a certain order and how people may define their ethnicity.

Website:

http://www.ivac.org.uk/downloads/FR_Guidance4_monitoring.doc

Islington Voluntary Action Council has produced a guidance sheet for monitoring and evaluating. It looks at how to monitor, when to decide which methods to use and how to use the data collected to evaluate.

Website: <http://www.scvo.org.uk/makingconnections/publications>

The Scottish Council for Voluntary Organisations has put together a PDF brief which gives guidance on the different ways information can be collected and how to use monitoring models to help evaluate what you are doing. The briefing looks at some of the basic aspects of evaluation and outlines how some models could be applicable to a wider role activity.

Website:

<http://www.ecu.ac.uk/publications/HowToOrder.asp?code=14>

The Higher Education Funding Council for England (HEFCE) have produced a good practice guide for higher education institutions about monitoring for equality and diversity. It covers how to collect the data, data sources and

monitoring disability, sexual orientation and religion. Available to download in PDF and Word format.

Website: <http://www.ncssd.org.uk>

The National Counselling Service for Sick Doctors (NCSSD) have an Equality and Diversity Monitoring form used as part of the mentoring work is available for downloading. Click on **Mentoring info** and scroll down to **Documents available for downloading**.

As with all information that is collected, it could fall under the data protection act. The links below will take you to further information about this act.

Website:

<http://www.informationcommissioner.gov.uk/eventual.aspx?id=87>

Website: <http://www.dca.gov.uk/peoplesrights.htm> (This website also includes details of the Freedom of Information Act 2000, which comes into force on 1st January 2005)

TOOLKIT

Website: <http://www.bassac.org.uk/publications.htm>

Development through diversity

bassac (the British Association of settlements and Social Action Centres) is a networking organisation driven by a desire to find local solutions to national problems. They have been developing this resource over the last three years with members of its organisation. It is a practical toolkit for creating a diverse culture in your organisation, promoting diversity with your community partners and drawing diverse people to use your services.

Each step is designed to help your organisation look more closely at the way diversity can be developed and sustained.

Two of the resources are available to download from their website, **who do you want to involve?** and **evaluating diversity approaches**.

The toolkit provides managers, staff and anyone who wants to get involved with basic information, useful tips, quotes and checklists to help develop a truly diverse organisation. It is based on people's direct experience of what worked for them and the problems they had to overcome.

With loads of contact details of useful organisations, publications, websites and other resources, the toolkit is a starting point to help you make diversity a hallmark of your organisation.

The toolkit costs £10.00 for each copy and a further £5.00 for postage and packing. Full details of how to order are available from their website.

Information Station

The latest courses, training days and seminars

SIFRE Autumn Programme

| Date | Time | Subject, Speaker, Place |
|-------------------|-----------|--|
| 07 Oct 2004 | 7pm | "Human Nature and Human Rights." in the SIFRE Centre at Suffolk College Muslim/Christian study group |
| 09 Oct 2004 | 2-5pm | A session with SIFRE's <i>Diversity</i> game in the Cathedral Centre Churches Together in Bury St. Edmunds. |
| 14 Oct 2004 | 1pm | The Art of Paganism. Lecturer: Robin Herne, in the Ipswich Film Theatre An Ipswich Arts Association Initiative |
| 15 Oct 2004 | 10.am-4pm | "Community Action for Sustainability" Conference Key-note Speaker: Professor David Bellamy OBE at BT, Aadastral Park, Martlesham. A Conservation Foundation event (0207 591 3111) Pre-booking is essential (£15; £5 unwaged) |
| 20 Oct 2004 | 4pm | "Festival of Festivals" at Suffolk College on the theme of Light |
| 06 Nov 2004 | 10.am-4pm | Pagan History Day at Ipswich Museum with Robin Herne and Terry Smith |
| 18 Nov 2004 | 7pm | "Citizenship and Democracy" in the SIFRE Centre at Suffolk College Muslim/Christian study group |
| Wednesdays | | NT Greek by arrangement Tutor: Elizabeth Serpell |
| Wednesdays | | Biblical Hebrew by arrangement Tutor: John Peck |
| Advance Notice | | 3 Saturday Seminars in the Spring 2005 Sin & Forgiveness Crime & Punishment Restoration & Reconciliation |

Guide to Suffolk’s Drug and Alcohol Services

The agencies listed provide culturally competent services that embrace and reflect the interests of Suffolk’s diverse community.

The table below is a guide to drug and alcohol services. This can be used to:

- Give contact details to someone if they want information only or wish to self refer
- Identify what agency a person might be best suited to

All services have access to the **Language Line** telephone interpreting service

| | | EAST | WEST | WAVENEY |
|--------------|---|---|---|---|
| ¹ | If you have drug related issues and want clinical help (i.e. prescribing) | CDT (Community Drug Team) 37 Berners Street Ipswich IP1 3LN Tel: 01473 236069 | WSDS (West Suffolk Drug Service) Blomfield House Health Centre Looms Lane Bury St Edmunds IP33 1HE Tel: 01284 775275 | Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444 |
| ² | If you have alcohol related issues and want clinical help (i.e. prescribing) | HADS (Home Alcohol Detox Service) 37 Berners Street Ipswich IP1 3LN Tel: 01473 236069 Norcas 41 Lower Brook Street Ipswich IP4 1AQ Tel: 01473 259382 | CAPS (Clinical Alcohol Problem Service) At WSDS (see above) Tel: 01284 775273 | Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444 |

| | | | | |
|---|---|---|---|---|
| 3 | If you have drug related issues and want a day programme service | <p>ICENI 84 Fore Street Ipswich IP4 1LB (County wide) Tel: 01473 214006</p> <p>The Junction Day Services 18 St Margaret's Plain Ipswich IP4 2BA (County wide) Tel: 01473 215468</p> | <p>Focus Counselling Services 82 Risbygate Street Bury St Edmunds IP33 3AQ Tel: 01284 701702 (County wide)</p> | <p>Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444</p> |
| 4 | If you have alcohol related issues and want a day programme service | <p>The Junction Day Services 18 St Margaret's Plain Ipswich IP4 2BA (County wide) Tel: 01473 215468</p> | <p>Focus Counselling Services 82 Risbygate Street Bury St Edmunds IP33 3AQ Tel: 01284 701702 (Country wide)</p> | <p>Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444</p> |
| 5 | If you have drug related issues and want counselling and support and information | <p>CDT (Community Drug Team) 37 Berners Street Ipswich IP1 3LN Tel: 01473 236069</p> <p>ICENI 84 Fore Street Ipswich IP4 1LB (County Wide) Tel: 01473 214006</p> | <p>Focus Counselling Services 82 Risbygate Street Bury St Edmunds IP33 3AQ Tel: 01284 701702 (Country wide)</p> <p>WSDS (West Suffolk Drug Service) Blomfield House Health Centre Looms Lane Bury St Edmunds IP33 1HE Tel: 01284 775275</p> | <p>Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444</p> |

| | | | | |
|---|---|--|---|---|
| 6 | <p>If you have alcohol related issues and want counselling and support and information</p> | <p>HADS (Home Alcohol Detox Service) 37 Berners Street Ipswich IP1 3LN Tel: 01473 236069</p> <p>Norcas 41 Lower Brook Street Ipswich IP4 1AQ Tel: 01473 259382</p> | <p>CAPS (Clinical Alcohol Problem Service) Blomfield House Looms lane Bury St Edmunds IP33 1HE Tel: 01284 775273</p> <p>Focus Counselling Services 82 Risbygate Street Bury St Edmunds IP33 3AQ Tel: 01284 701702 (County Wide)</p> <p>Norcas Satellite Clinic at WSDS For information call Norcas Ipswich on: 01473 259382</p> | <p>Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444</p> |
| 7 | <p>If you would like to contact an arrest referral worker</p> | <p>SCARS Ipswich Police Station Civic Drive Ipswich IP1 2AW Tel: 01473 383244</p> | <p>SCARS Police Station Raingate Street Bury St Edmunds IP33 2AP Tel: 01284 774 128</p> | <p>SCARS Police Station Old Nelson Street Lowestoft NR32 1PE Tel: 01986 835 199</p> |
| 8 | <p>If you are affected by someone's use of drugs/alcohol</p> | <p>Suffolk helpline 0808 800 1122</p> | <p>Suffolk helpline 0808 800 1122</p> | <p>Suffolk helpline 0808 800 1122</p> |
| 9 | <p>If you require family support services</p> | <p>Norcas Families and Carers Community Support Service 41 Lower Brook Street Ipswich IP4 1AQ Tel: 01473 281794</p> | <p>Focus Counselling Services 82 Risbygate Street Bury St Edmunds IP33 3AQ Tel: 01284701702 (County Wide)</p> | <p>Norcas Families and Carers Community Support Service 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444</p> |

| | | | | |
|----|------------------------------------|---|---|---|
| 10 | If you require BBV Services | CDT (Community Drug Team) 37 Berners Street Ipswich IP1 3LN Tel: 01473 236069 | WSDS (West Suffolk Drug Service) Blomfield House Health Centre Looms Lane Bury St Edmunds IP33 1HE Tel: 01284 775275 | Norcas 12 Regent Road Lowestoft Suffolk NR32 1PA Tel: 01502 513444 |
|----|------------------------------------|---|---|---|

The following is a list of national helplines and self help groups

- National Drugs Helpline Tel: 0800 776600 (24 hours)
- National Alcohol helpline Tel: 0800 9178282 (9am – 11pm daily)
- NHS Smoking Helpline Tel: 0800 1690169 (7am – 11pm daily)
- Smoking Quitline Tel: 0800 002200 (9am – 9pm daily)
- A.A. (Alcoholics Anonymous) Tel: 0845 7697555 (24 hours)
- N.A. (Narcotics Anonymous) Tel: 020 7730 0009 (24 hours)
- Alanon Tel: 020 7403 0888 (10am – 10pm daily)
- Alateen As above
- Families Anonymous Tel: 020 7498 4680

For information on diversity within drug and alcohol service provision please contact:

Deborah Carr
Diversity Project Worker
Suffolk Drug Action Team
Tel: 01473 265174
Deborah.carr@csu.suffolkcc.gov.uk

Routes to Advice Project – Free Basic Welfare Benefits Training in Lowestoft and Eye

Are you involved with people from your local community in any way at all?

Would you like a better understanding of benefits?

Would you like to help people access welfare benefits and access further help and advice?

Many people are still not claiming the welfare benefits to which they are entitled.

The **Routes to Advice Project** is offering **free**, basic training in Welfare Benefits to people who are involved in their local community – perhaps, for example, through a local community group.

The training covers all the main benefits and tax credits. The sessions are friendly and stimulating. No prior knowledge of the benefit system is required.

Having attended the three half days of training your own knowledge of the benefit system will hopefully have improved and you will be able to confidently help people access further support, advocacy and representation from relevant organisations.

Shelagh Smith, Routes to Advice Project Worker, Social Care Services, 53, Barrack Square, Martlesham Heath, Ipswich, IP5 3RF. 01473 581506

The training in **Lowestoft** is on Mondays 20th, 27th September & 4th October at the Kirkley Centre.

The training at **Eye** is on Tuesdays 5th, 12th, 19th October at Brome Grange Hotel Barn (just off the A140).

Please see booking forms below.

For further information please contact:
e-mail: shelagh.smith@socserv.suffolkcc.gov.uk

Routes to Advice Project Basic Welfare Benefits Training Course Booking Form

Please reserve me a place on the Training Course at:

The Kirkley Centre, London Road, Lowestoft
On Mondays September 20th, 27th & 4th October 9.30am to 1.30pm

Name

Organisation

Contact Address

Telephone number

E-mail address

Full course notes for participants are provided. If you have any special requirements, which would facilitate your participation on the course, please indicate them in the box below

Please return this booking form to :

Shelagh Smith
Routes to Advice Project
53, Barrack Square
Martlesham Heath
Ipswich IP5 3RF

**Routes to Advice Project
Basic Welfare Benefits Training Course
Booking Form**

Please reserve me a place on the Training Course at:

Brome Grange Hotel Barn, Near Eye, Suffolk, IP23 8AP
Tuesdays October 5th, 12th and 19th 9.30am to 1.30pm

Name

Organisation

Contact Address

Telephone number

E-mail address

Full course notes for participants are provided. If you have any special requirements, which would facilitate your participation on the course, please indicate them in the box below

Please return this booking form to :

Shelagh Smith
Routes to Advice Project
53, Barrack Square
Martlesham Heath
Ipswich IP5 3RF

**CAREER ENHANCEMENT
&
COMMUNICATION ENHANCEMENT**

FOR CAREER PROGRESSION

Free for Overseas & Black Minority Ethnic (BME) Staff

CAREER ENHANCEMENT TRAINING

Wednesday 29 September 2004, 8.30am – 5.00pm

**The Bevan Room, Victoria House,
Capital Park, Fulbourn, Cambridge, CB1 5XB**

COMMUNICATION ENHANCEMENT TRAINING

Thursday 7 October 2004, 8.30am – 5.00pm

**The Bevan Room, Victoria House,
Capital Park, Fulbourn, Cambridge, CB1 5XB**

**Facilitated by Mo Nowrung
Mo is a University Lecturer and was
Education Adviser for the RCN**

**Funded by: Norfolk, Suffolk and Cambridgeshire
Workforce Development Confederation**

Further information and booking form:

Tel: 01223 597614

Email: wdc.temp4@nscwdc.nhs.uk

Junior and senior staff from all disciplines have attended these workshops. These include junior nursing staff, senior nurses, senior managers and doctors, most of whom have been senior registrars and consultants. Staff from other disciplines that have attended have been managers, trainers and those not directly involved in care delivery. All workshops have evaluated very positively.

The Cinema Exhibitors' Association Card

This is a national card that can be used to verify that the holder is entitled to one free ticket for a person accompanying them to the cinema.

To apply for the card, you will need to meet one or more of the following criteria:

- a) Be in receipt of the disability living allowance.**
- b) Be a registered blind person.**
- c) Be a holder of a disabled person's rail card.**

Application forms are available from cinemas across the UK supporting this card. A processing fee of five pounds is chargeable per card. This is to be sent along with the completed application. For more details please contact:

The Card Network

The Technology Centre

Rossmore Business Park

Ellesmere Port

Cheshire

Tel: 0151 348 8020

Fax: 0151 348 8021

Minicom / Text phone: 0151 356 7113

Email: info@ceacard.co.uk

Are you holding an event, seminar or training day that you would see here?

Please forward details by E-mail to tracy.ray@savo.co.uk by 20th October to be included free in the next issue of **Diversity: Don't Put it On The Shelf.**