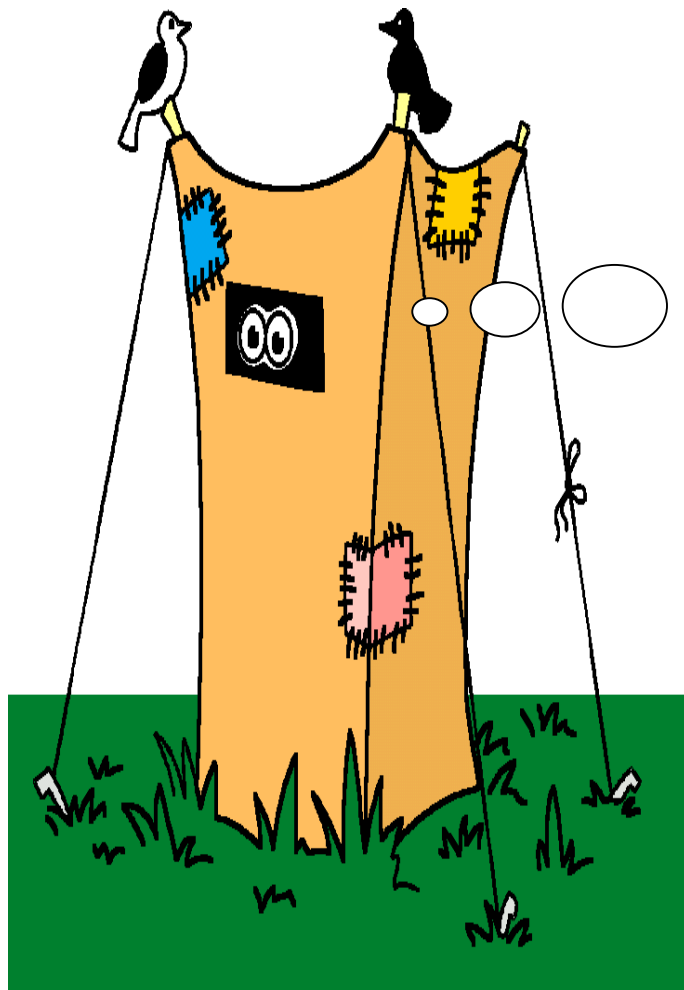


DIVERSITY: DON'T PUT IT ON THE SHELF



DIVERSITY?
WHAT DOES
IT ALL MEAN?



EUROPEAN UNION
European Social Fund



Suffolk Association of
Voluntary Organisations



Learning+Skills Council
Suffolk

IS THERE INFORMATION OUT THERE TO HELP US UNDERSTAND WHAT DIVERSITY IS ALL ABOUT AND IF SO WHERE IS IT HIDING? FIND OUT MORE INSIDE.

WELCOME

Welcome to the first issue of Diversity: Don't put it on the shelf. Inside you find information on best practice, up and coming events, case studies, news, sessions and helpful information to get diversity on your organisations agenda.

Why is diversity important?

It is because no two people are the same. People should be valued and respected as individuals. On the contrary, diversity is more than just acknowledging the people who make up today's society. It is also about the way we look at life.

We live in a world where we can take things for granted, until something happens or someone tells us a tale that changes our view. Many organisations find that when an audit, customer complaint or a members of staff leaves or complains, that this could be the first sign that they are going backwards instead of forward. Some organisations focus on one area of their work and the rest is left off the agenda. This can leave staff feeling undervalued and unable to feel they can enjoy their job. Service users may not be accessing what is being provided for them, because it doesn't suit their needs or they feel they cannot approach them for a fear that maybe unknown to the provider.

The human race is also changing. More people are migrating, not just to other countries but within their own too. Industries are relocating and changing to meet the demands of their customers. Many employees are also moving with them.

Cities are becoming overpopulated, whilst town are becoming the new cities, and villages are becoming the new towns (take a look at Kesgrave for example), they bring with them requests for new services.

Many arrive not knowing much about the place they now call home. How do we get the information and services to them? How we work together, listen to others, value their opinions, go forward with ideas, and provide a service is important.

Implementing diversity has many positive benefits to organisations. It can provide a relaxed atmosphere in which to work in, people can freely express their ideas and expand on others without feeling they have to throw down their rattle to be heard. Providing training to staff as part of their on going skill learning will help them to deliver their own job roles with confidence, which comes across when speaking to service users (just by listening to someone on the phone you can tell if they are smiling or not).

Service users would highly praise a service that was provided beyond their expectations. In turn, they would promote the service by word of mouth when meeting someone. By asking your service users how they view your service, they would feel that people do care about how it operates and how it could benefit others. Showing that you have engaged in diverse communities also makes it easier for others to access the services that you provide, as they would feel more at ease.

Many funders are now asking organisations who their services are aimed at or which cultures take up the services currently being provided before issuing funding.

Suddenly you would step back and find that you have an extra pool of resources from which ideas and experience can be gained and expanded upon.

If you wanted to learn to drive, you would find an instructor who gave you the guidance, confidence and trust to overcome your fears and help you achieve your goal. You would have a work program to help reach the milestones on each lesson and your tools would be learning materials such as the Highway Code and the car. Your instructor would need to speak in a way that you understand and be patient with your progress.

Engaging diversity in an organisation is very similar. You need the tools in the right order to go in the right direction.

If you decide to eat a whole cake rather than just have a slice at a time then you would expect to feel rather sick of it. If you treat diversity in the same way then you be overwhelmed with everything happening at once. If you tackle it, a piece at a time then each task is not so daunting but yet you're going forward and you can see the milestone in sight.

It doesn't happen overnight, but the benefits you will gain through taking on the challenge will outweigh not knowing if the grass is really greener on the other side.

The Diversity on the Agenda project aims to assist organisations by providing mechanisms to help identify areas which may have been left off the agenda or never tackled before and set up an action plan. By providing information and resources through the newsletter, seminars and conferences, organisations will be able to access information about diversity and discuss best learning practice.

The biggest part of this project is you. Your input is the most important thing. The information is being put together for you and if there is any subjects that you would like covered please let me know. Should you wish to submit anything for the newsletters (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 12 .

If you have any quick wins or bright ideas that you would like to share, please also forward them on to be included. Over the next couple of issues, we plan to run features such as how to promote your events to a wider audience, recruit a wider range of people and creating the ideal working environment.

Deadline for the next issue "Where do we go from here?" is June 4th 2004. This issue will include case studies, best practice, information station, events and more. Not looking at your own copy? Sign up now to receive yours.

WHERE IS IT HIDING?

Diversity still has no final definition. If you were to start by putting, diversity into a search engine you would end up with more types of animals and natural habitat websites than you would ever imagine. You would soon realise that biological diversity is a subject with a lot of information available. Information about voluntary, private and public diversity is still very limited. Learning tools and training are also not easy to come by or access. 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.

Web page: www.volunteering.org.uk/

On top right of screen type in diversity in search box

'Volunteering England' website contains; What is diversity? Why diversity?
The benefits of diversifying, 10 Point Plan, Getting CEOs on board &
Diversity Awareness Group Training Exercises,

These pages contain information and advice for organisations seeking to diversify the range of volunteers supporting their activities and services. They also have an information line on issues relating to volunteering and diversity.

Volunteering England Information line on Freephone: 0800 2798 798.

The diversity awareness group training is great for getting an easy understanding of diversity across to volunteers. It is a great barrier breaker that gets everybody talking about the experience of these two characters, from chief executives through to those who work closest to the service users.

It's fun to do and enjoyable. I know of two other groups in Suffolk, so far, other than SAVO who have used this. The only thing I would say is don't be surprised if the other group start to earwig. Try it yourselves and you will find out why. In the next Issue, we will carry a review of this exercise and some of the things that was encountered. If you try it and wish to include a review or voice an opinion, just let me know.

Web page: www.voluntarymatters3.org

How to explore 'diversity'

Play the scenario game and you can explore how you would deal with diverse interviewees who want to volunteer for your organisation. Which of the options would you chose?

A real eye opener and it helps to gain an insight in to how we perceive volunteering and how they would see it. A real think out of the box exercise.

Voluntarymatters 3 also has a TV programme called Count Me In, which is available on the community channel. Three of the programmes feature case studies of organisations that explain how they addressed the issue of diversity and the benefits it made to their organisations.

We have a copy here at SAVO and if people are interested, we could set up some workshops where we could watch the programme and have a breakout session afterwards. Please contact me and let me know your views. If enough interest is shown, we will set up the workshops in the areas that request it and at the times which are easiest for you to attend.

Web page www.drc-gb.org/newsroom/interactive.asp

The Disability Rights Commission (DRC) has put together an interactive toolkit.

Little shop of horrors brings home the experience of trying to navigate your way round a shop and looks at some of the barriers you may encounter. As you walk along, you will pass various numbers (from 1-12). Each number contains an information box about the barrier and what adjustments can be made. On the way, you will pick up a toy, which you can take to the checkout (number 8). Don't worry about the shopping trolley, it has magic powers and seems to be the only one where the wheels don't go in the wrong direction. If you do have an unexpected accident while playing, don't worry the first aid in the store is excellent and you will be back on your feet in no time.

Inaccessible website demo lets you view the site through someone else's eyes. You get to see the site as a user who has difficulty using a mouse, viewed as a visually impaired user and if your using a screen reader. There is a challenge in each one to try to access a part of the site in these situations. Soon you realise just how difficult it can be.

Information Station

The latest courses, training days and seminars



Diversity on the Agenda Seminars

Is volunteering open to everyone?

The first Diversity on the Agenda seminar will take place at SAVO in Ipswich on 20th May 2004 10am-12pm. We will be looking at volunteering and how we can cater for everyone in our communities. Why it is important to include those, who's background may be different to our own? Do we promote our organisations to the full? or are we missing out on potential volunteers. By putting ourselves in the position of someone wanting to volunteer, we can look at the barriers that people are facing to volunteering.

The DDA and how it affects voluntary organisations

The second seminar and will take place at the conference room, 1st Floor, Bury St Edmunds Library, Bury St Edmunds on 30th June 2004 2pm-4pm. We will be looking at how to comply with the new legislation. What is making a reasonable adjustment to a building? Could there be another way of providing the service? and are we being rejected as voluntary employers because of the jobs we offer? By looking through their eyes, we can see the barriers that come up and learn how to encourage them to volunteer and to think outside the box.

The sessions will be open for questions, sharing ideas, best practice and will be **free** and available to all. To book yourself a place, please contact SAVO on 01473 273273 and let us know if there are any requirements.

As part of the research for the project, we would like the seminars to be accessible to as many people as possible. So should you wish to attend the sessions at a time, place or date that is more convenient to your schedule, please let me know by E-mail or telephone and we can arrange them.

Further seminars covering diverse issues are in the pipeline. Keep your eyes peeled in SAVO's Members briefing, Vollies and Diversity: Don't put it on the shelf newsletter for future dates and times.

Suffolk College has new projects now underway which offer training towards NVQ qualifications to staff (paid employees or volunteers who are actively looking to return to paid work) in the voluntary and community sector. The projects are funded by the European Social Fund and Suffolk Learning and Skills Council and this means that there are no fees to pay - employers are asked to pay only the cost of accreditation and registration.

Qualifications available include Administration, Customer Service, Retail, IT and Performing Manufacturing Operations - all are available at Level 2 and some at Level 3. Most training and assessment will take place in the workplace, minimising disruption to employers. NVQ training enables staff to be accredited for their competencies and offers a flexible route to gaining nationally recognised qualifications. It provides a useful basis for appraisal and demonstrates an investment in staff.

Also available through a project is the Advanced Certificate in Volunteer Management. This qualification recognises that managing volunteers is as least as demanding as any other form of people management. The course is completed by assessment of practical workplace assignments.

To discuss whether you can benefit from these new initiatives to provide high quality training within the voluntary sector, please contact Sally Bright or David Kerridge on 01284 716386 or E Mail: sally.bright@westsuffolk.ac.uk

SUBSTANCE MISUSE TRAINING DAY

Responding to the issues relating to drugs within our local Black and Minority Ethnic Communities

Date: Thursday 20th May 2004

Time: 10.00am – 4.00pm

**Venue: Murryside Community Centre Hall
Nacton Rd, Ipswich**

**Trainers: Ren Masetti and Debbie Carr
Drug Action Team**

This is a basic introduction exploring the major issues connected with drug/ substance misuse in the local community.

Participants will gain more awareness of the types of drugs around and their effects, as well as explore the impact on the Black and Minority Ethnic Communities locally. Collectively, looking at effective support and response strategies.

This course is **FREE – with free crèche places for under 5's**

For PARENTS, COMMUNITY WORKERS (paid and unpaid)

Please call Imani on (01473) 712645 to register your place as soon as possible as there are only 20 places available

A LOCAL COURSE IN COMMUNITY ENGAGEMENT SKILLS

Suffolk ACRE and Community Education have got together to provide a training course in techniques of engagement that provides the tools necessary for inclusive participation within the community.

At the end of this training, you will have learnt the necessary skills and methods to encourage the participation of all sectors of the community in your projects.

The courses are delivered by Icarus, specialists in community participation and providing training in engagement skills. They have substantial experience of working with local authorities, housing associations, voluntary agencies and community groups.

WHAT YOU CAN EXPECT FROM THE TRAINING:

- Approachable trainers with real, practical experience of using the tools and techniques outlined in the courses.
- An active, hands-on training style.
- New ways of approaching old problems.
- Practical community development and planning skills.
- A comprehensive manual for each course.
- A chance to network with professionals and community activists.

AIMS OF COURSE:

This two day course is aimed at people who work with communities giving participants a solid foundation in the theory, practice and strategy development of **community engagement** processes. It considers the different approaches to working with communities, the political and legislative context in which we are working and the level of involvement appropriate to different projects and initiatives. The course also develops participants' skills in a range of practical tools and techniques of community engagement.

OBJECTIVES:

By the end of the course, participants will be able to:

- list a range of participatory techniques
- outline the advantages and problems associated with using these tools and techniques and their application in different situations;
- describe the processes for good practice for engaging with communities and demonstrate an awareness of the personal qualities skills and knowledge of a good facilitator;
- apply community engagement and facilitation skills to their own working practices;
- plan and carry out participative and effective community engagement events.

Courses available

<p>25th & 26th May 2004</p>	<p>Red Lodge Millennium Centre Lavender Close Red Lodge Suffolk IP28 8TT</p>
<p>7th & 8th June 2004</p>	<p>Riverside Centre Bungay Suffolk</p>
<p>9th & 10th June 2004</p>	<p>Level 2 Youth Centre 54 Cobbold Road Felixstowe Suffolk IP33 1JH</p>
<p>22nd & 23rd July 2004</p>	<p>West Suffolk Mind 50 Long Brackland Bury St Edmunds Suffolk IP33 1JH</p>
<p>26th & 27th July 2004</p>	<p>Stone Lodge Community Centre Hawthorn Drive Chantry Estate Ipswich Suffolk IP2 OQY</p>
<p>29th & 30th July 2004</p>	<p>Stevenson Centre Broom Street Great Cornard Sudbury Suffolk CO10 OJT</p>

Booking Form:

Name	
Position	
Organisation	
Address	
Postcode	
e.mail	
Fax	
Phone	
Special Dietary needs	
For information on disabled access contact Suffolk ACRE	

Course location details

Please send completed form to:
Suffolk ACRE
Suffolk House
2 Wharfedale Road
Ipswich
IP1 4JP

**For further information
contact: Liz Dunnett
01473 242500**



SEXUAL HEALTH—BLACK & MINORITY ETHNIC COMMUNITIES

COURSE DETAILS

DATES	REFERENCE	CLOSING DATE	VENUE
30 JULY 04	SH011/001	30 JUNE 04	KERRISON CTC
24 SEP 04	SH011/002	24 AUG 04	KERRISON CTC
24 JAN 05	SH011/003	24 DEC 04	KERRISON CTC
28 MARCH 05	SH011/004	28 FEB 05	KERRISON CTC

TIME 9.30-4.30 **DURATION 1 DAY**

AIMS

FOR PARTICIPANTS TO:

- To define diversity and explore the problems encountered by ethnically diverse groups in relation to discrimination and victimization
- To discuss myths and realities of sexual behaviours within black and minority ethnic communities
- To explore the significance of different religious and cultural perspectives on sex and sexual health
- To provide an overview of the sexual health implications of certain cultural practices such as female genital mutilation and male circumcision
- To explore the sexual health needs of diverse communities within the county area and discuss effective and appropriate interventions
- To provide an understanding of internal/external equality and sexual health policies and procedures

TARGET GROUPS

All staff working in Health, Social Care, the Criminal justice system and all related private and voluntary organisations

FURTHER INFORMATION

All staff are encouraged to attend this course. It will provide an opportunity for staff to explore important issues of religious and cultural diversity in the field of sexual health. This training is in line with Government National Strategy for Sexual Health, especially in developing targeted sexual health services. It also addresses both the general and specific duties of the Race Relations Amendment Act and the attendant Race Equalities Schemes.

COST PER DELEGATE

- **This course is FREE to all Social Care Services, Health, Police, Probation, Charities and Voluntary Organisations.** Private Sector—Currently the charges are £45.00 per person per day including lunch and refreshments. However it is expected that there will be a slight increase in costs later in the year.

For further details contact the Training Administrator

Tel 01379 672735 Fax 01379 672703

Kerrison Conference & Training Centre, Thorndon, Eye, Suffolk IP23 7JG

- NB Courses may be cancelled if minimum numbers are not reached

UP AND COMING EVENTS

National Refugee Week (14 - 20 June)



The purpose of Refugee Week is to *deliver positive educational Messages that counter fear, ignorance and negative stereotypes of refugees, through arts, cultural and educational events that celebrate the contribution of refugees to the UK and promote understanding about the reasons why people seek sanctuary.*

The Refugee Council office for the Eastern Region hosts a steering group to co-ordinate events for Refugee Week covering Ipswich & Suffolk. Their plans are moving ahead and so far include a launch on the Cornhill in Ipswich on Monday 14th to which school bands and choirs have been invited, followed by a reception in the Town Hall. Primary Schools are once again taking part in a poetry competition and there will be a host of other activities including a special Film showing, a World Music Event, a picnic in the park, boating in Woodbridge and more.

It is not too late for organisations to organise their own celebratory events. The Refugee Council can provide speakers, materials for exhibitions, information materials and publicity for the week.

For more information, please check out our website www.refugeeweek.org.uk or contact Dagmar Grafton, Volunteer Co-ordinator, on 01473 297900 or by e-mail: dagmar.grafton@refugeecouncil.org.uk if you want to receive programme for the week once as soon as it is available.

Suffolk Inter-Faith Resource

at Suffolk College, Rope Walk, Ipswich.
IP4 1LT

Office Telephone 01379 678615
Centre Telephone 01473 343661

Suffolk Inter-Faith Resource is an independent charitable company serving Suffolk and East Anglia

SIFRE PROGRAMME SUMMER TERM 2004

President: Revd Cliff Reed
Hon Chairman: Terry Smith
Hon Vice-Chairman: Adrianus van Helvert
Secretary and Treasurer: Martin Spettigue
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SIFRE is a Limited Company No. 2992865
and a Registered Charity No. 1042612

**Registered Office: Suffolk College,
Rope Walk, Ipswich. IP4 1LT**

WEDNESDAY 28th APRIL 2004
A FORUM OF FAITHS MEETING
7.00pm for 7.30pm

at the Seventh Day Adventist Church,
Rope Walk, Ipswich.

**ALL EQUAL BEFORE THE LAW
How does the Crown Prosecution
Service deal with racially and
religiously aggravated crime?
Speakers from the CPS.**

SATURDAY 1ST MAY 2004

2.00pm at Bonds Meadow, Oulton Broad.
PUBLIC GUIDED NATURE WALK.
**SIFRE members might like to bring a
picnic and stay for a while after the
walk.**

**For more details phone Christine
Brindred on 01502 530316**

TUESDAY 4th MAY 2004
7.30pm at Hengrave Hall
Launch of the Bury St Edmunds SIFRE
Circle

**ST.EDMUND FOR OUR TIME: A
MULTIFAITH PERSPECTIVE
6.30pm. Bring a picnic to snack and
chat.**

4th to 21st MAY 2004

The Museum of East Anglian Life,
Stowmarket
**THE FACES OF SUFFOLK EXHIBITION.
In conjunction with the Racial
Harassment Initiative, SIFRE has been
involved in the creation of this touring
exhibition.**

WEDNESDAY MAY 5th, 12th, 19th and
26th 2004

7.30pm to 8.30pm at the SIFRE Centre
A SIFRE WEDNESDAY EVENING
COURSE

**'An Illustrated introduction to the
Bhagvat Geeta' (Hindu scriptures);
Tutor: Martin Spettigue.
Course Fee £15.00 (£10.00 to
members)**

SATURDAY 15TH MAY 2004

CULTURAL DIVERSITY DAY

10.00am to 3.00pm

Sudbury and District UNA Branch
Conference

THE FUTURE OF THE UNITED
NATIONS

**Contact: Mrs Jan Nightingale 01787
313989**

SATURDAY 15TH MAY 2004

CULTURAL DIVERSITY DAY

SIFRE out and about – **Come and play
Diversity in Ipswich town centre - the
Buttermarket Shopping Centre and
Tower Ramparts Shopping Centre!**

TUESDAY 18TH MAY 2004

7.30pm in the SIFRE Centre, Ipswich
WHAT DO THE FAITHS TEACH ABOUT
.....EDUCATION?

**An LSC bite-size introduction for
Adult Learners Week. "A healthy
body and a healthy mind"**

<p>WEDNESDAY 19TH MAY 2004 7.30pm in the Public Library, Bury St. Edmunds WHAT DO THE FAITHS TEACH ABOUTEDUCATION? An LSC bite-size introduction for Adult Learners Week. "A healthy body and a healthy mind"</p>
<p>THURSDAY 20TH MAY 2004 7.30pm in the Public Library, Lowestoft WHAT DO THE FAITHS TEACH ABOUTEDUCATION? An LSC bite-size introduction for Adult Learners Week. "A healthy body and a healthy mind"</p>
<p>SATURDAY 22ND MAY 2004 10.30am to 4.30pm in Ipswich Town Hall "ISLAMIC AWARENESS OPEN DAY" An opportunity for everyone to drop in to meet Muslims and ask them questions about Islam. (This event is being arranged by JIMAS - The Association to Revive the Way of the Messenger)</p>
<p>MONDAY 14TH JUNE 2004 5.00pm – 7.00pm at the SIFRE Centre, Ipswich Drop In for snacks and chat with people of many faiths. This social event is part of the regional programme for Refugee Week</p>
<p>MONDAY 14TH JUNE 2004 A FORUM OF FAITHS EVENT Out and about! A walk with the Pagans starting at 7.30pm. Meet at SIFRE centre at 7.00pm</p>

The SIFRE CENTRE is housed in the Suffolk College Bungalow at 75 Grimwade Street.

<p>WEDNESDAY 16TH JUNE 2004 7.30pm at the Salvation Army Citadel, Bury St. Edmunds WHAT DO THE FAITHS TEACH ABOUTREFUGEES? This event is part of the regional programme for Refugee Week</p>
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<p>THURSDAY 17 JUNE 2004 7.30pm at St Margaret's Church Small Hall, Hollingsworth Road, Lowestoft WHAT DO THE FAITHS TEACH ABOUTREFUGEES? This event is part of the regional programme for Refugee Week.</p>
<p>MONDAY 19TH JULY 2004 7.00pm in Suffolk College Lecture Theatre One SIFRE AGM The AGM will be followed by a garden party at the SIFRE Centre</p>
<p>THURSDAY 12TH AUGUST 2004 1.00pm in Ipswich Film Theatre TOWN LECTURE (IPSWICH ARTS ASSOCIATION) Jews in Suffolk – Past and Present Speaker: Elizabeth Sugarman.</p>
<p>LOOK OUT FOR OUR AUTUMN PROGRAMME. IT WILL BE PUBLISHED ON OUR WEB SITE LATER THIS YEAR. TO FIND OUT ABOUT SIFRE AND ITS ACTIVITIES VISIT www.sifre.org.uk</p>

THE PARISH OF ST ANDREW MELTON
AND ST MARY UFFORD

is running a course for members of St Andrew's Church, Melton and St Mary's Church, Ufford and any others who may be interested in exploring "How the other half worship".

Tuesday 4th May at 7.30pm
in St Andrew's Church Melton.

Sikh Spirituality and Worship.

Speaker: Bhupindar Singh Sually
with video presentation.

Tuesday 11th May at 7.30pm.

The Quaker Tradition - The Religious Society of Friends. **Visit to the Quaker Meeting House at Waterloo Avenue, Leiston. Speakers, time for questions and discussion.**

Tuesday 18th May at 7.30pm

in St Andrew's Church Melton

The Bahá'í Faith. **A member of the Bahá'í community in Ipswich will be speaking of the beliefs and tradition**

Sunday 23rd May

Visit to the Sikh Gurdwara in Ipswich starting from St Andrew's church at 12 noon. This visit will allow us to witness worship in the Gurdwara and join in the community meal afterwards.

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

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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Web www.savo.co.uk .

Diversity: Don't put it on the shelf
Next issue due June 2004

Deadline for contributions 4th June 2004

SAVO's Diversity on the agenda project is about listening to those affected by diversity, assessing the situation and benefiting those wanting to make a decision regarding diversity.