

DIVERSITY: DON'T PUT IT ON THE SHELF



WHERE DO WE GO FROM HERE?

HOW CAN DIVERSITY HELP OUR
COMMUNITIES AND OURSELVES?
IS ALL THE RESOURCES AVAILABLE AND
ACCESSABLE TO EVERYONE?
FIND OUT MORE INSIDE

WELCOME

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

WHERE DO WE GO FROM HERE?

In the first issue, we looked at why diversity is important. However, where do you start?

Take a look at your organisations mission statement.

- Does it reflect your organisations true objectives?
- Does it reflect the community you represent?
- Do you and your work colleagues understand the mission statement?
- Do you and your work colleagues carry out your mission statement?

Many will be able to answer yes to these questions. Policies and procedures change many times over but how many review their mission statement and how often? You may find that nothing changes but if you review and change policies or the services you offer, your mission statement may also need to change.

During diversity day at the Ipswich event on the 15th May, one of the organisers stopped in the middle of the town centre and looked around. Even with the football play-offs in full swing, Ipswich was full of shoppers. Not unusual as it was Saturday, but as she looked closer, she noticed how multi-cultural the area was becoming. Next time you're out shopping or maybe as your arriving for your next meeting take a look around and listen. You may find your community is changing. Maybe only in small numbers, but it's an indication to the services that might be required in the area or how current services need to be tailored to suit their need.

You may also find that not everybody can carry out your mission statement. This may be due to lack of training or not having a proper induction. It may sound ridiculous but, when you have done a job for a while, it's easy to forget what it is like to be the new person. How much of your job is like an instant reaction that you just do automatically? (How many times did you hit the alarm clock before you turned it off this morning and if you moved it would you it take you longer?)

If you undertake a project that involves a minority group, the staff involved in that project may need to be trained in cultural awareness.

Time is also another factor, or should I say lack of time made available. Those that train or line manages people, sometimes find that this is on top of their usual workload and they have to manage their time effectively to squeeze everything in. Time may be precious, but many would rather spend quality time training people effectively, rather than keep reinventing the same program or repeating themselves. In the end, they spend more time (and in some cases money) training due to their high staff turn over. These are some examples that could hinder an organisation commitment to diversity.

WHERE IS IT HIDING?

So how did you get on with the little shop of horrors, inaccessible website and scenario? 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.

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

The Multikulti project is managed by London Advice Service Alliance (LASA) with the support of The Multikulti Editorial Group and funded by the New Opportunities Fund. The Multikulti website aims to support citizenship through the delivery of culturally appropriate and accurately translated information in the following areas of welfare law - debt, employment, health, housing, immigration and welfare benefits.

This is the new Unicode version and you will find that most of the translated documents are now displayed as text instead of PDF format (Bengali, Farsi and Gujarati may need the help page to be displayed correctly). You can search the site in different languages (Albanian, Arabic, Bengali, Chinese, Farsi, French, Gujarati, Somali, Spanish and Turkish) and documents are now easier to access.

There are new features on the site too including a site search facility, new navigation aids, a sitemap, a help page, and a local agency finder if you want to contact a local adviser who speaks your language.

The information on the Multikulti site applies to England, but some of the content may also apply to other areas of the UK (please check the information with your local advice agency)

Website: <http://www.britkid.org/>

Britkid is a website about race, racism, and growing up in Britain. You will meet a gang of nine young British people from different backgrounds. Click on one to go to their home, where you can meet their family and friend and share some experiences. Click on Britchester and you can go to town with them and explore conversations that happen there. Along the way there are quizzes, quotes, lyrics, and famous people from TV, sport, and music.

Handy tips.

- Always check there is nothing hidden at the bottom of the screen by scrolling down.
- Use the back button if you want to retrace your steps.
- Hold the mouse over the picture to see where you could go next and click.
- Click on the Britkid logo to go back to the home page
- When you see 'Lets go', click to move on to the next part of the website.
- Let us go to Britchester has two pathways. If you click on the character's house, you can explore the parts of Britchester they go to. If you click on this on the home page, you can explore the whole of Britchester.

<http://www.eurokid.org/> is the European version which also includes the inter-cultural experience and is in English, Swedish and Spanish (click on flag for version).

Deadline for the next issue of Diversity: Don't put it on the shelf is August 5th 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. tracy.ray@savo.co.uk

Information Station

The latest courses, training days and seminars



Diversity on the Agenda Seminars

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 (tracy.ray@savo.co.uk) or telephone and we can arrange them.

The Disability Discrimination Act (DDA), are you ready?

This 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? Could there be another way of providing the service? If you have a website, how can you make it user friendly?

A report in April by the Disability Rights Commission stated that 81% of one thousand public websites failed to meet the basic standard for accessibility recommended by the Web Accessibility Initiative.

SAVO together with Re-Think Disability are providing information and best practice on the DDA. With the act taking place in October 2004, will you be ready?

*****NEWDATE* *****

Is volunteering open to everyone?

Is volunteering open for all? seminar will take place at SAVO in Ipswich on 23RD July 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.

SAVO together with the Refugee Council will also be looking at asylum seekers and their rights to volunteer. By putting ourselves in the position of someone wanting to volunteer, we can look at the barriers that people are facing to volunteering.

Ipswich Crown Court tours

If anyone in your charity or voluntary organisation is interested in the criminal justice service, then a tour around Ipswich's new crown court building may just be the tonic. The new crown court building is opposite Suffolk County Council's Endeavour House and provides cutting edge facilities. Take a look at the new layouts in the courtrooms, which will improve the experience of victims and witnesses, who attend court, by offering a safer and more spacious pre trial area. Find out who sits where and how recorded evidence is given.

To arrange a group tour please contact; -
Robin Hill at the New Crown Court Building on 01473 228585

Raising Awareness with Educational Establishments and the Community.

The Black and Minority Ethnic Communities Action Plan is now at the stage of developing three drug and alcohol awareness courses.

For the delivery of the courses, the Drug Action Team will be working in partnership with Community Education. However, for the courses to be successful, we will need even representation in their development.

The outlines of the three courses are as follows:

- Course one will be generic, aimed at and have emphasis on BME communities.
- Course two will target black and minority ethnic men and respond to the issues that relate.
- Course three will be aimed at people from refugee and asylum seeker communities and will pay particular attention to the health and social care system.

All courses will be available for any member of Suffolk's diverse community to access; however there will be specific targeting to encourage members of minority ethnic groups to attend.

We are keen to move forward in the development of these courses and would like to invite you to become a member of the task group. If you are interested in attending or could nominate a colleague, please contact me as soon as possible. We would like representation to be as wide as possible and include members of minority ethnic groups, community agencies, health services, treatment providers and clients/ ex clients.

The Date of the first meeting is:

Thursday 29th July 2004

Time: 10 – 12.30

Venue: Murrayside Community Centre, Nacton Road, Ipswich

Contact details:

Deborah Carr

Telephone 01473 265174

Fax 01473 216889

E-mail deborah.carr@csu.suffolk.gov.uk

DIVERSITY ON THE AGENDA CASE STUDY

The Mobile Library Travellers Project

The Mobile Library Travellers project in Essex was set up in 2001 to discover ways of providing a library service to a group of potential customers at risk of social exclusion.

From evaluating their ethnic monitoring and other surveys during 2000, Essex County Council found that they needed to find ways of providing better access to services for travellers. A partnership began with Essex Travellers Education Service to see if the mobile library service that they use to reach housing estates, villages and remote hamlets, could be tailored to suit the travelling community. The Essex Travellers Education Service began discussions with site managers during the end of 2000, to find the best way of introducing the service without intimidating the community and gaining their trust. Before long, they were speaking with the travellers and knocking their doors to let them know what to expect. A project worker has been funded by the Children's fund to help carry out the work.

The next stage was to train the librarians in cultural awareness, to reduce the fear surrounding the travelling community, make them feel more comfortable in their environment and teach them about travellers life and faith. Many of the staff felt that they may not be welcomed on the site. Essex Travellers Education Service and the site managers provided support until the staff felt comfortable in their new environment.

The material in the mobile library was expanded to include books that reflect the traveller lifestyle. Books on animals and how to look after them, appealed to the children who would often bring their furry friends along to meet the staff. The adults were offered traveller heritage and reminiscence books that are highly pictorial to encourage them to join in. Although some may not be able to read, they enjoyed flicking through the pages and talking about the pictures. Some linked it in with their own experience through travelling or finding relatives photos within the books.

The mobile libraries began the first visits to five travellers sites during the autumn 2001. Since then the eight mobile libraries has been visited by more than 150 children and their parents. Eight Essex primary Schools with a high register of traveller children have also seen an increase since the libraries started visiting the schools. Some of the schools are reporting that the parents are being encouraged to be taught how to read by their children.

Surprisingly, it was not only the Mothers who were coming along to mobile library, but Fathers and Grandfathers were taking an interest in their children's reading too.

The word has been spreading about these mobile libraries to other sites. Some travellers have approached the staff and have asked if it can visit their site. The project has received extra money from the Children's fund to continue the project and increase the number of traveller sites they visit from five to seven and to include sites that are privately run. They are also looking in to other services that could be provided, to be of benefit to the traveller community.

To speak to any of the people involved in the projects, please contact Tracy Ray

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 14 .

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.

Youth United Against Racism

Anti-Discrimination And Diversity Peer Education Trainings
for Young People by Young Professional Peer Trainers



**Stand Up for your Rights!
You Can Make a Difference!**

Join Us in One of Our Trainings!

*FREE * 25 or 26 June 2004 * Wood Green Central library*

- ✓ Join hands with other young people that want to make a difference.
- ✓ Confront prejudices. Learn how to help others do the same.
- ✓ Develop empathy and critical thinking and learn about racism.
- ✓ Exchange views and experiences and learn from each other.
- ✓ Find out how to build a society based on equality and diversity.

Each training supports your voice and involvement in fighting racism.

It follows a programme of group discussions and experiential interactive activities, created by the European Peer Training Organisation and currently delivered in 12 European countries.

For more information or to register:

contact_orama@yahoo.co.uk

Tel: 0208 342 9686

Be Quick, We Have Limited Places!





Citizenship Consultation Event

21st June 2004
Ipswich Town Football Club
Portman Rd, Ipswich

Draft Program

The purpose of this event is to discuss the new Community Strategy for Suffolk 2004. Have we got it right? Have your say in medium and long term planning for Suffolk.

9.30am Registration and coffee

10am Introduction and welcome -

10.10am Active citizenship in Suffolk – how to support, shape and change your community - Jonathan Moore, Chief Executive of SAVO & Gill Robinson, Suffolk Volunteer Federation

10.40am A safer Suffolk – Alastair McWhirter, Chief Constable of Suffolk Constabulary

11.15am Coffee break

11.30am - speaker tbc, Youth Parliament

12pm Workshops (delegates to attend one only)

**Making Suffolk safer
Volunteering – shaping your community
Young people and democracy**

1.15pm Plenary

1.30pm Lunch

(Subject to minor changes)

Who should attend:

Strategic planners from Voluntary sector representatives and community group; LEA; Local authority officers and councillors with a responsibility towards service planning, particularly services for children and young people

Feel free to pass this invite onto others with an interest in this field.

Please contact Leena Ghoshal, SSP Manager on 01473 406715, or leena.Ghoshal@sda.suffolk.org.uk to reserve your place.

**A chance to improve your knowledge of the Welfare Benefits system –
for free!**

“Our weekly income has increased by about £175 a week. This has certainly improved our standard of living and we now know that there is help out there”

An elderly couple living in rural Suffolk, recent Disability Advice Service clients

All Advice Services in Suffolk – Citizens Advice Bureaux, Disability Advice Services, Age Concern, - will have similar examples of the above. It is well established that the take-up of benefits among groups such as the elderly, people with disabilities, families with young children, people living in rural isolation is lower than it should be. It is also well established that the effects of having accessed the benefits – which are a right and not a “handout” – are huge. It gives the people themselves more choices about how to improve the quality of their lives and makes them feel less isolated and more included. In addition it is often the local economy, which benefits from the increased income that individuals have at their disposal.

However the fact is that there is still a massive underclaiming of benefits.

A National Audit Office report in November 2002 estimated that as much as £1.8 billion went unclaimed by pensioners alone during 1999-2000. The reasons for this are many. Often people are simply not aware of the benefits to which they are entitled. Sometimes people do know but are reticent to claim, perhaps because they fear the complexity and intrusiveness of the claim forms and are unaware that there are organisations that can offer them free help, advice and support.

The Routes to Advice Project is helping to address this problem by working with Community Groups who do not have a traditional “advice-giving” role. Nevertheless, workers/volunteers in these organisations are having regular direct contact with individuals in the community. These people are often the first to hear about, or notice, any problems that the individuals may have. Many times these problems will give rise to the need for advice concerning Welfare Benefits.

So, the Routes to Advice Project offers free training on basic Welfare Benefits to these workers. The training covers all the main benefits and tax credits, giving a clear overview of the function of and rules for each benefit. The sessions are friendly and stimulating. No prior knowledge of the benefit system is required. Having attended the course 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.

The course, comprising of 12 hours of training, is usually offered over three half days but as it is modular it can be modified to suit the needs of particular organisations. After the training course, material will be given which will help each course participant continue to give information about Welfare Benefits. It will also indicate which organisations to direct people to for further help.

In addition the Routes to Advice Project is also offering one-off talks to community groups, telling them where they can access advice and information about benefits, debt, employment, housing etc. The talks also cover how to access locally available advice services which offer help with the civil matters covered. Usually the talk is offered as part of a normal meeting for the organisations involved.

You might be interested in a little bit of background about the Project. It is funded by the Legal Services Commission through their Partnership Initiative Budget. Suffolk County Council Welfare Rights Unit successfully bid for money from this budget to run the project, which will continue until July 2005.

So, if you are interested in accessing this training, or in booking a talk, please contact me. I am really looking forward to hearing from you and working with you.

Shelagh Smith, Routes to Advice Project Worker, Social Care Services, 53, Barrack Square, Martlesham Heath, Ipswich, IP5 3RF. 01473 581506e-mail: shelagh.smith@socserv.suffolkcc.gov.uk

Routes to Advice Project – Free Talks to Community Groups

Are you getting all the Welfare Benefits to which you are entitled?

How would you deal with a noisy neighbour?

Who could help you deal with mounting debts?

What are your rights as a tenant?

The Routes to Advice Project is offering **free**, one-off talks to community groups, which highlight what rights individuals have in areas such as welfare benefits; housing; debt; employment; relationships; discrimination.

The talks will also cover how to access locally available advice services which offer help with the civil matters covered.

The talk can be offered as part of a normal meeting for the organisations involved.

A handy-to-keep leaflet will also be distributed.

The talks, which last about 40 minutes, can be delivered anywhere in Suffolk.

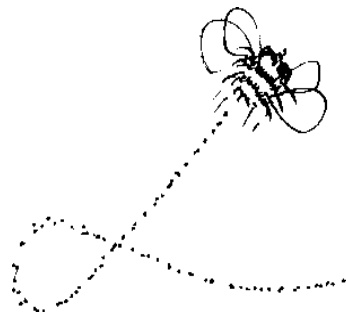
So, if you are interested in booking a talk, please contact me. I am really looking forward to hearing from you and working with you.

**Shelagh Smith,
Routes to Advice Project Worker,
Social Care Services
53, Barrack Square,
Martlesham Heath,
Ipswich,
IP5 3RF.
01473 581506
e-mail: shelagh.smith@socserv.suffolkcc.gov.uk**

Ask A Busy Person!

I do not know anyone in the Voluntary Sector who is not busy, and I believe we get a terrific amount done with too little resource.

But I'd like to ask you to Volunteer again!



For the next couple of months we need to get views of people like you to shape the future of the voluntary sector in Suffolk. We have to report to the Government Office for the East on what are the needs, support and gaps in the Voluntary and Community Sector and we want to include **your** views on these questions. Incidentally, we also have just a very short time to do this!

How can you help?

- We'd like you to offer to receive and respond promptly to 10 very short questionnaires (2 sides of A4 each).
- We'd like you to be frank with your views and give us basic information about your group.
- We would prefer your response by email or else quickly by freepost return.
- We'd like you to shape the future of Suffolk's Voluntary and Community Sector (VCS)

In Return?

At the end of the process, we will put your name and organisation into a draw and offer the following rewards:

- **A £100 for your organisation to do what it wants with**
- **An individual prize of a Balloon Flight over Suffolk (or similar prize of person's choosing) to the value of £100**

We also undertake to ensure your views and opinions shape the future of Suffolk's VCS.

So, please, **volunteer** to join our **Ask a Busy Person Panel** and spend no more than 10 coffee breaks giving us valuable information and views (Each questionnaire should take less than 5 minutes to complete)

Kind regards and looking forward to your reply:

Jonathan Moore
Chief Executive, SAVO
For the Suffolk VCS Infrastructure Group

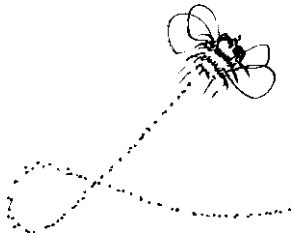
Please reply with the following details to join the **Ask a Busy Person Panel**:

Name	
Organisation	
E-mail address (preferred)	
Postal address	

e-mail to: sharon.glueck@savo.co.uk

Or post to:

Sharon Glueck
Ask a Busy Person Panel
Suffolk Association of Voluntary
Organisations
FREEPOST ANG20544
Ipswich IP4 5BR



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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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