

MINORITY ETHNIC COMMUNITY ACTION NETWORK (MECAN)

PROJECT REPORT

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Suffolk Association of
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Suffolk's Voluntary & Community
Sector Infrastructure promoting



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Introduction

This report has collated information gathered from a consultation on behalf of Suffolk Association of Voluntary Organisations (SAVO) with BME community groups and faith groups and infrastructure groups (the partners of One Voice Suffolk). The aim is to develop the best strategy that will engage all the communities and provide a co-ordinated approach to all BME work in Suffolk. It has been identified from earlier research that there needs to be a co-ordinated approach with regards to providing services and support to BME community groups and faith groups in Suffolk. This report will inform a strategy which is needed for a co-ordinated approach to happen. This strategy will provide potential data about a network that will allow agencies to share information and identify common actions and allow the BME communities and faith groups to be consulted and follow the progress of the consultations. The network needs to be established and become sustainable, applicable and culturally relevant to BME individuals, BME groups, faith groups, service providers and agencies.

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Project's aims and objectives

The overall aim of this project is to define a network for BME community groups and faith groups. The objectives are to manage and promote joint action between public and voluntary sector organisations to:

- Encourage greater responsiveness and understanding of minority ethnic communities' cultures, faiths and hopes for the future
- Identify gaps in these services
- Ensure that minority ethnic communities, individuals and faith groups are involved in policy and decision making which affect their interests
- Improve existing services and infrastructure support
- Develop new and tailored services to address the needs and gaps in services to minority ethnic communities and faith groups
- Improve the sharing of information between all communities and the agencies and organisations serving them
- Ensure that the communication methods used are understood by all and are accessible.

Methodology

The project's activities included consultation with black and minority ethnic community groups, faith groups and infrastructure organisations (partners of One Voice Suffolk). The contact details of BME and faith groups were requested from all infrastructure organisations, statutory bodies and through research on the internet including the Charity Commission website. Not all organisations responded to the request and this could be due to not having permission to disclose these details due to the Data Protect Act. When the list was populated it was found that some of the BME and faith groups had more than one contact address. All the contact details that were provided were used and appendix C lists all the groups' names and if there was more than one address known.

Facilitators were recruited to speak face to face with BME community groups and faith groups. The consultation exercise was conducted over a four-week period. The facilitators were tasked to consult with 74 BME community groups and faith groups throughout Suffolk. A questionnaire was used to seek their views about the key issues surrounding the infrastructure support available to them.

A questionnaire was also used to get the views of the One Voice Suffolk Partners with regards to the services they provide and any issues they have when trying to meet the needs of BME voluntary and community groups. The consultation with the infrastructure organisations was conducted by telephone.

For this consultation the questionnaires focused on the following areas.

- What knowledge do BME community groups and faith groups have of the COMPACT code of best practice?
- What knowledge do BME community groups and faith groups have of infrastructure groups and the services they provide?
- What services or support do BME community groups and faith groups get from infrastructure groups?
- What are the barriers when accessing services from infrastructure groups?
- What are the barriers for infrastructure groups when contacting BME groups and providing support?
- What methods of communication do infrastructure and BME groups use?
- What support is there for a Minority Ethnic Community Action Network (MECAN)?

Not all the BME community groups, faith groups and infrastructure organisations were consulted because of time, resources, inability to make contact, unwillingness to take part or they no longer existed. 15 Infrastructure Organisations and 42 BME and faith groups were consulted.

1. Consultation findings

1.1 What knowledge do black and minority ethnic (BME) community groups and faith groups have of the COMPACT codes of best practice?

Many of the community groups who were consulted were not aware of the COMPACT codes of best practice. Some felt that the Compact was a piece of paper that gave no accountability to statutory agencies and infrastructure groups as it was not a legally binding document. Established groups were more aware of the COMPACT at varying levels. One infrastructure organisation consulted felt that it was a waste of time and that BME groups wanted something that had an immediate impact. The groups who were not aware would like to have more information.

1.2 What services or support do BME community groups and faith groups access from infrastructure groups?

The BME community groups were asked about accessing the services from the partners of One Voice Suffolk (OVS) and statutory agencies in Suffolk. The majority of the groups consulted said that they were aware of the organisations they were asked about but they were unsure of the services they provided. Some did not know that these organisations could provide them with information or funding to help sustain their community groups.

Some of the groups felt that the infrastructure organisations should do more to communicate with the BME communities and faith groups. Some identified that infrastructure organisations needed to become more proactive in the advertising of their roles, what they could provide for them and information sharing. Once informed, many BME groups would feel quite confident in approaching them in the future. Some BME groups also mentioned that infrastructure organisations needed to become more involved with them to find out about the services that they provide to the wider community.

The BME groups, who were more involved, established and aware of the organisations' roles, were more likely to have made contact with local infrastructure organisations. Smaller less established groups felt they would be more willing to make contact once they had become more established and with a better understanding of the organisations' roles.

It was identified that there were some infrastructure organisations that the less established community groups did not access for services for geographical and awareness reasons. They were as follows:

- Mid Suffolk Voluntary Organisation Forum
- Suffolk Children and Families Forum
- Suffolk Volunteering Federation
- Wickham Market Partnership
- Young Suffolk.

Most BME groups who were based in North Suffolk also accessed local infrastructure organisations that were located across the Suffolk border. They were as follows:

- Great Yarmouth Borough Council
- The James Paget Hospital.

Some BME groups found it quite difficult to say whether they were aware of all the services provided by the bigger organisations such as Suffolk County Council as they had accessed some of their services but didn't feel they were fully aware of how they could benefit their group. They regularly accessed funding opportunities such as the Suffolk Single Gateway and Children's futures and used the Suffolk Racial Harassment Initiative and hire of buildings.

The more established groups like the Ipswich Caribbean Association (ICA), the Ipswich & Suffolk Bangladeshi Muslim Community Centre and Mosque (ISBMCC) and the refugees and asylum support groups were more aware of who they could approach to sustain their organisation. These established groups were regularly benefiting from a variety of infrastructure organisations including:

- Suffolk County Council
- Ipswich Borough Council (local dependant)
- Waveney Community Forum (local dependant)
- Age Concern
- The Police
- Suffolk ACRE
- SAVO
- CSV Media
- Translation and Interpreting Project (TIP) (through ISCRE).

One BME group was unaware of the service available to them and was currently self-funded through members' donations. This group would like to have more information, so that it could enhance the services and support it offers and establish a community centre. BME groups outside the Ipswich area could feel isolated when it came to signposting services to clients as they felt that the services tended to be Ipswich based. Instead these groups were constrained to obtaining the services from across the county border.

Some of the faith groups consulted said they were self-sufficient and had contacts with local bodies like Suffolk County Council and Ipswich Borough Council; one commented on the need for legal advice on matters relating to social actions.

The BME community groups were also asked if they accessed services from regional and national infrastructure organisations. Most of the groups accessed support locally. Some spoke of accessing support from regional organisations like MENTER or national organisations like The National Council for Voluntary Organisations (NCVO) or the Lottery for guidance on funding or volunteer support. Many would look further afield if they could not find the support locally. For BME groups whose work involved refugees or

asylum seekers, it was essential for them to access national organisations. These included:

- The Home Office
- The Immigration Advisory Service
- The Refugee Council (National)
- Shelter.

Some groups searched the internet for the support they were looking for.

Most faith groups accessed local support networks developed for their purpose or regional or national faith based organisations for support. These included:

Friends of Western Buddhists
The New Frontiers Group of Churches.

Faith groups would also search locally if the need for support arose.

The groups consulted also had unmet support needs. There were distinctive issues from many groups on how to access certain resources. Many groups were volunteer-led and were finding it hard to keep a volunteer, which was leaving them short of staff and overloaded with work. Alternatively some did not have enough people to run their organisations effectively.

One group who had volunteers felt that those who did support members of the community were left out of pocket, where the group did not have the funds to pay for out of pocket expenses. Many groups agreed that lack of time was certainly an issue in being able to progress the work of their organisation. Some groups wanted to have a paid worker, but were not clear on how they could obtain funding or find support to do this.

There was a need identified for specialist training for their group members in being able to give information and advice to the communities they supported. Some groups had accessed low level training, but having no one qualified to give specialist advice often resulted in clients having to be turned away. This was hindering the development of the groups' services to the community.

1.3 What are the barriers for BME community groups and faith groups when accessing services from infrastructure groups?

The main issue for the BME community groups when trying to get the information, advice, guidance, support and access to services in the first instance was trying to find the right person that they needed to speak to. Some groups suggested having one point of contact in an infrastructure organisation, who would know all the services of that organisation, rather than going from one person to another. Gaining the correct information was also key to these groups accessing support. One group who was trying to find out about funding for disabled access to their property, which was of importance to them for client access, was told by the infrastructure organisation they approached that disabled access to a property was not a priority.

Some groups said that the processes they had to follow and the criteria they had to meet when applying for funding was difficult because of the jargon and terminology used in application forms. The strict guidelines and nonflexible framework also made it difficult for many groups to apply for funding. Even if they had the knowledge and skills, it was hard for them to meet the application deadlines as they sometimes got the information at short notice and therefore missed the opportunity. Long application forms also hindered the process; many groups did not have the resources to fill out lengthy forms in a short period of time.

When applying for funding, many BME and faith groups found that having an equal opportunities policy was one of the funders' criteria. For one faith group this requirement limited the funding they could access. As a consequence of the ongoing terrorist threats this had highlighted the need to evaluate who used their services. This group felt that they needed to be selective in who accessed their activities or hired their buildings so they were not encouraging separatist or extremist views from groups or individuals which might have an impact on the ethos of the organisation in the eyes of the local community.

The time that a community group member had available to meet with infrastructure organisations or attend network meetings often overlapped with their own personal work commitment. This left many community members frustrated that they could not pursue matters that affected their community.

Some of these issues included:

- Constructive feedback from local authorities when BME community individuals apply for jobs
- The provision of culturally sensitive facilities within the health service for vulnerable members of the community which take in to consideration their religion, culture and reduces isolation and introversion
- Equal treatment of community members by the police
- The development of a diversity officer post in Ipswich Borough Council to reflect the local community
- Community base or office support to enable better communications with community individuals.

One group consulted would like to have been kept in touch with what was happening with the homeless project in Ipswich Borough Council as there did not seem to be any forum or action taken up to address the issue. Another BME group felt that on occasions being isolated as a BME group could be detrimental when accessing support. Some infrastructure organisations saw BME groups as having their own services/accessing their own support networks and neglected to see them as part of the community at large.

Some of the groups felt that access to some services were limited due to prejudices faced when trying to speak to the right person to get the information and support that they needed. The groups who provided services to refugees and asylum seekers said that they felt that there was institutional racism within some of the organisations because of ignorance. One example

given was that when they phoned an organisation and said their name, which was foreign sounding, they said they could almost hear the barriers coming up. They felt that some organisations should have made sure that the staff they employed were culturally aware and tolerant. They also commented on the lack of visible minorities employed in these statutory agencies and infrastructure organisations and felt that they should be more diverse in their workforce. They also felt that the different organisations should realise that people who had not lived in this country very long did not understand processes or structures within statutory agencies and infrastructure organisations.

Translated information from the large statutory agencies tended to be generic and countywide; it would be more helpful to have local information translated. Some groups also commented that current information that was translated was not necessarily the information they required for clients in different parts of the county. Access to translators was also an issue. Groups that were based in Lowestoft and rural areas felt that services were concentrated in Ipswich, which marginalised them even more.

One BME group spoke about the impact of jargon on new volunteers for whom English was a second language.

Most groups consulted said they preferred a central contact point as the first point of call and personal face to face contact was better when accessing support and suggested a walk-in centre.

1.4 What are the barriers for infrastructure groups when contacting BME groups and providing support?

All of the infrastructure groups who were consulted recognised that they either had no knowledge or very little knowledge of the various BME community groups in Suffolk. This hindered infrastructure organisations from passing information on to them. It was mainly the established BME groups or individuals who contacted them for information, mainly on funding, writing bids, training, or using their resources such as office space. Once a group or an individual had made contact, it was sometimes difficult to maintain the relationship, as phone calls were not returned, appointments were not kept or there had been a change of contact person in that community group.

Some infrastructure organisations had been approached by individuals from the communities for support in rural areas where BME groups had not been formed in a voluntary group structure or where it was a part of the infrastructure organisations' service.

The following barriers were identified by various infrastructure groups;

- the times that the infrastructure organisation were available might not be accessible to BME groups. If the organisation rearranged the time to meet them, for example on a Saturday, the organisation would need to justify the time coming in. This could have an impact on other areas of

- the organisations' work, for example, the cost involved, and the availability of the people who work or volunteer there
- community individuals may not be aware of the support available from voluntary organisations
- there needs to be an understanding of what the support on offer consists of
- the infrastructure organisations would like to know how to contact the groups, where they are located and how they would like to be communicated with
- infrastructure organisations would like it to be a two way learning curve with both benefiting from the contact
- the lack of promotion of services that the infrastructure organisations provide
- an outreach service is needed to support the groups
- the need to invest in the BME groups.

1.5 What support do infrastructure groups need to meet the needs of black and minority ethnic community groups and faith groups?

Some of the infrastructure organisations felt that it would be beneficial to have an updated contacts list of the different BME community groups, possibly on-line. The infrastructure organisations would like more support in how to engage more effectively with the BME community groups in Suffolk and encourage them to join their organisations or work in the organisations. They felt that language was the biggest barrier for effective communication and would like access to translators and funding for interpretation of information including leaflets. They would also like support to hold events that would promote the services that they provide.

1.6 What methods of communication do BME and infrastructure groups use?

The BME groups consulted received information in the following formats:

- word of mouth
- invitations
- newsletters
- flyers
- posters
- networking
- the internet.

Some of the BME community groups said that they received information by post, email, and newsletters from infrastructure organisations and statutory agencies but sometimes because of time constraints they did not have the time to read it all so were not always able to utilise the information. They said, however, they would rather receive the information than not at all and decide for themselves if it was relevant to their organisation. For one BME group, a major factor was the right information being available at a time when it was needed. They also identified that a suggestion on how to achieve this needed

to be found. Smaller and less established BME groups and especially faith groups did not always receive regular information from infrastructure organisations or other groups.

Information by e-mail, post, newsletters was the best way for the right contact person in a BME community group to get the information; with an email it was best to follow this up with a posted version as it might get lost amongst a lot of other emails. Some groups preferred to receive brief information regularly and bulky information by post less often.

Some BME community groups and faith groups would share information, share resources and network with other BME community groups as long as it was mutually beneficial. They felt that this would save on duplication of work as they had few resources to be effective as a single group, as long as it did not affect the service to their client group. They would not be working in isolation and it would encourage people to get involved, develop people within their community and their knowledge from other more established groups. Group members were sometimes members of more than one group. Those groups consulted who currently were not in touch with other community groups hoped to do so in the future.

Churches received the majority of their information and communication from other churches, church networks and from within the faith community. One East Suffolk faith group consulted would like to have had more support in contacting communities and would like to encourage more participation from BME communities and develop positive links without imposing their beliefs. This group understood that relationships could be built through networking and developing links through communication, but they were unsure on how to proceed as they had little information on how to contact these groups.

The BME community groups said that they would like infrastructure organisations to have links with their groups so that they were aware of the work that they did within the community. They felt that this would encourage better communication when sharing information and further partnership working.

Some infrastructure organisations received information about BME groups and their activities. This information was usually received by post or e-mail.

A central directory of organisations' contact details with a central contact person would be beneficial, but it was recognised that this could be difficult to keep up to date; perhaps it could be available on-line.

1.7 What support is there for a Minority Ethnic Community Action Network (MECAN)

Most of the BME community groups would be interested in joining MECAN but would like to know how it would be beneficial. They asked if there was a need for such a group to exist, if they were already members of other infrastructure organisations such as MENTER. Some groups felt that the setting up of BME

networks was often done for the wrong reasons and that BME groups' involvement was seen as token gestures.

Commitment would also be an issue if involvement was time-consuming. Those who were willing to take part in such a group did not just want to be members, but to be actively involved and for their views and opinions to be taken into account seriously. They would like to be a part of, contribute to and share information and resources with, a network of BME groups. Some felt that if MECAN were in Ipswich, it would not be helpful to groups who were already isolated in rural areas.

Some of the infrastructure organisations would also like to be involved in MECAN, but commitment would also be an issue. Some would just like to be kept informed about the group.

Conclusions

There was very little knowledge and understanding within the BME community groups and faith groups about the COMPACT code of best practice. The facilitators explained to the individuals they consulted what the COMPACT code of best practice's aims and objectives were. For the groups that knew very little, they would like more information on this and how it would benefit their organisation.

There was still very little awareness amongst the less established groups who were in the first few years of starting up about infrastructure organisations and public bodies, their roles and the full range of services they offered. They did not know about services such as the funding, training, advice, guidance and support they could access from such organisations, which could help them to sustain themselves as a group providing services within the community. They managed the best way they could by word of mouth, donations, advice and advocacy and volunteers from members within the community who had the knowledge and skills to help. This led to pressure being placed on those individuals whom everybody relied upon and this was not sustainable in the long term.

The BME community groups found it difficult to find the right contact person within statutory organisations and infrastructure organisations and ended up going elsewhere for support like national or regional organisations or searching on the internet. They perceived and said they were faced with prejudices when trying to access services and would like organisations to be more culturally aware and tolerant towards them. The fact that they saw no visible minorities employed in the statutory organisations and infrastructure organisations added to the belief that their needs were not being met. They would like statutory organisations and infrastructure organisations to make links with them so that communication and understanding could be improved. A named person whom they could go to for specific support in an organisation could build up confidence and trust with infrastructure organisations.

BME community groups would keep searching to find the right support they needed but would go further afield than faith groups, who were more likely to access local support. National and regional organisations were accessed by more established groups but not all groups consulted were aware of who or what was available regionally or nationally.

The consultation with the infrastructure organisations (partners of OVS) have identified that some of the issues for the BME community groups and faith groups were the same issues for them. These included, for example, promotion and understanding of the different groups or communities and the services that they offered. Communication, translated relevant information and access to interpreters were examples of such services. But there was also the problem of funding and resources including volunteers and/or staff; they would need support to be able to address this problem.

With smaller volunteer led groups, infrastructure organisations and community groups, one person usually carried out a specific role. If the person was

unavailable for a period of time, the role and tasks might not always be taken on by another volunteer. If the organisation's volunteers were restricted by personal commitments or if the post was funded for a project worker or staff, there might not be another member of staff or a volunteer to cover the tasks, while the original person is unavailable.

Although not in the original scope of the consultation, the issues which affected the clients of these community groups were also highlighted by the community groups. These issues included access to services from health, local councils and front of house staff. Translations and how an individual was treated in terms of respect were some of the areas that community groups would like to be able to influence changes in and support is needed to engage both service providers and community groups.

There was support for a group such as MECAN to be set up, but more information was required such as, what the structure of the group would look like, where would it be based, what was the commitment required? Was there a need for such a group? Were the funding and resources available to sustain the group? These issues needed to be looked at in greater detail to see if such a network could meet the needs identified.

Recommendations

- Provide a directory of infrastructure groups and the services they provide with a named contact in different languages and plain English in an agreed format
- Develop outreach work and training in rural areas
- Develop a communication strategy between statutory organisations, infrastructure groups and BME community groups and faith groups
- Involve BME community groups and faith groups and their clients in decisions and policies that will have an impact on their lives
- Involve BME communities and faith groups in delivering cultural awareness training to statutory organisations and infrastructure groups to improve an understanding of their needs
- Provide language support for infrastructure groups, BME community groups and faith groups
- Involve BME communities, faith groups and infrastructure groups in developing their knowledge of the services that are offered
- Provide information on the Suffolk Compact and how it works in relation to BME groups and actively engage BME groups in future Suffolk Compact consultations
- Research and identify the specialist training needs of BME community groups and identify sources and methods of providing this training
- Provide training on how to develop and use an equal opportunities policy
- Research and consult with communities and mainstream service providers on the issues and barriers faced on access to services by BME clients
- Provide training to service providers on how they can recruit a diverse workforce and the barriers applicants face when applying for jobs
- Research, consult and identify through established networks the best methods of engagement and participation in a BME network
- Develop and agree a suitable method of keeping contact details up to date and the exchange of information from all groups and organisations.

APPENDICES

APPENDIX A - BME and faith groups consultation questionnaire

Minority Ethnic Community Action Network Project BME and Faith groups Consultation Questionnaire

1. Are you aware of the 'Compact' and how it can support your group in the work that you do in the community?
2. Do you know about the following organisations' and what services they provide?

Suffolk County Council,
Ipswich Borough Council
Ipswich Hospital
Suffolk Constabulary (Police)
Age Concern
Optua
Ipswich & Suffolk Council for Racial Equality (ISCRE)
Suffolk ACRE (community development)
Suffolk Association of Voluntary Organisations (SAVO)
CSV Media
Minority Ethnic Network for the East of England (MENTER)
Council for Voluntary Services
Mid Suffolk Voluntary Organisations Forum
Suffolk Children and Families Forum
Suffolk CONNECT
Suffolk Volunteering Federation
Waveney Community Forum
Wickham Market Partnership
Young Suffolk

If Yes, please explain which organisation and why

3. From the list above, which have you approached for information and support?
4. Is it just local organisations you go to for help, advice and guidance or do you go to regional and national organisations? If so who?
5. What problems do you face when you try to get help, advice or guidance? E.g. language support, i.e. Language line not available, answering machine, no one available outside office hours, not knowing who to approach, not being able to find contact details, etc.

6. Do you have any problems when you try to access services e.g. funding information, training, face to face support? Technical words being used/jargon?
7. What would encourage you to access information/services from these organisations?
8. Do you talk to or work with other community groups?
If no, why not (please explain)
9. Are you a group that helps other community groups?
10. If yes, what do you do?
11. Do you do either of the following?
 1. Pass on information to other voluntary groups?
 2. Received information from other voluntary groups?
12. Roughly, how often do you receive this information?
Weekly Monthly bi monthly quarterly
13. What is the best method /format for you to receive information?
Email Post Newsletter
14. How often would you like to receive information?
Weekly Monthly bi- monthly quarterly
15. How do you currently find out about:
 1. events?
 2. funding?
16. Would you join a network of Black and Minority Ethnic groups?
Yes No
17. Would you like to influence how this network is run?
Yes No

APPENDIX B - Infrastructure groups consultation questionnaire

**Minority Ethnic Community Action Network Project
Infrastructure groups Consultation Questionnaire**

1. What do you currently offer to BME community and voluntary groups?

- Access to Funding
- 1-2-1/ personal support
- Mediation
- Terms of reference/ governing rules advice
- Volunteers
- Registering as a charity
- Local strategic partnership information
- Suffolk Compact information
- Community strategies
- Finding office space / building
- Training -
 - Business planning
 - Trusteeship
 - Accounts/ book keeping
 - Management systems
 - Community development
 - Health and safety
 - Recruitment (volunteers and paid staff)
- Other

.....
.....

- 2) What services do BME groups not access from you that are available?
- 3) What could be the reason for BME groups not accessing this support?
- 4) What can infrastructure groups do to change their services to make them more accessible to BME groups?
- 5) Is it just local organisations that go to you for support?
- 6) What problems do you face when you try to offer help, advice or guidance to BME groups? E.g. language support, i.e. Language line not available, not being able to return the call.

- 7) What support do you require to provide services to BME and community groups?
- 8) What would encourage you to access information/services from these organisations?
- 9) Do you do either of the following:
1. Pass on information to BME voluntary groups? How many?
 2. Received information from BME voluntary groups? How many?
- 10) Roughly, how often do you receive this information?
- Weekly Monthly bi monthly quarterly
- 11) What is the method /format you receive the information in?
- Email Post Newsletter
- 12) Would you join a network of Black and Minority Ethnic groups?
- Yes No
- 13) Would you like to influence how this network is run?
- Yes No

APPENDIX C - List of BME and Faith groups contacted

Christian Science Society Ipswich

Ipswich Chinese Culture Language Centre

Abbeyfield (Lowestoft) Society

African Woman Support Group

Balkan Cultural Centre

Bangladeshi Islamic Centre

Bangladeshi Luncheon Club

Bangladeshi Muslim Youth Forum (2 addresses)

Bangladeshi Support Centre

Bangladeshi Support Group

Beck Row Community Association

Beresford Road Evangelical Church

Black UK on Line

Brandon Community

Bridge Community Church

Celebrate

Chinese Culture and Language centre

Christian Enterprise Foundation

Cornard Christian Fellowship

Ipswich Hindu Samaj

East Anglian Indian Community

Suffolk Chinese Association

Gujarai Community

Ipswich & Suffolk Bangladeshi Community Centre & Support Group

Ipswich & Suffolk Bangladeshi Support Group

Ipswich & Suffolk Chinese Community Association

Ipswich & Suffolk Indian Association

Ipswich And Suffolk Bangladeshi Muslim Community And Mosque

Ipswich and Suffolk Bangladeshi Muslim Community Centre & Mosque (2 addresses)

Ipswich Buddhist Centre

Ipswich Caribbean Association

Ipswich Christadelphian Ecclesia Building Fund

Ipswich Christian Family Church

Ipswich Community Church (ICC)

Italian Community

Kesgrave Church of England Charity

Kesgrave Parish Church Trust

Keystone Community Partnership Development Trust

Lighthouse Christian Faith Centre

Lowestoft Community Church Limited (LCC)

Lowestoft International Support Group

New Life Church

Newmarket Christian Life Fellowship

Norfolk and Suffolk Islamic Mission (NASIM)

One Voice

Orwell Christian Fellowship (The Orwell Church)

Polish Community

Polskie Biuro (Polish Community Centre)

River of Life Church, Felixstowe

Sangrat Sikh Community Association
Sangrat Sikh Temple, Ipswich (Guru Nanak Gurdwara)
Shajalal Community Centre
St Anargyrie Greek Orthodox Community
Suffolk Chinese Family Welfare Association (2 addresses)
Suffolk Clergy Charity
Suffolk Inter-faith Resource (SIFRE)
Suffolk Refugee Support Forum
The Christian Youth Worker for Felixstowe Trust Limited
The Church in Ipswich
The Evelyn Green Bequest to St Peter's Church, Monk's Eleigh (The Evelyn Green Trust)
The Melton Old Church Society
The NIA Development Trust (The NIA Project / NIA Project)
The Shiloh Pentecostal Fellowship (Ipswich)
Ukranian Association (2 addresses)
Waterfront Community Centre
Woodbridge and District Bangladeshi Community Group
Yugoslavian Community (2 Addresses)
Zimbabwean Community

APPENDIX D - List of Infrastructure groups contacted

Ipswich & Suffolk Council for Racial Equality (ISCRE)

Suffolk ACRE (community development)

Suffolk Association of Voluntary Organisation (SAVO)

Minority Ethnic Network for the East of England (MENTER)

Ipswich & District Council for Voluntary Services (ICVS)

Mid Suffolk Voluntary Organisations Forum

Suffolk Children and Families Forum

Suffolk CONNECT

Waveney Community Forum

Bury St Edmund Volunteer Centre

Young Suffolk

Framlingham Volunteer Centre

Haverhill Association of Voluntary Organisations (HAVO)

Lowestoft Volunteer Centre

The Voluntary Network

Mid Suffolk Volunteer Centre

APPENDIX E - Services provided by Infrastructure groups

Bury St Edmunds Volunteer centre (BSEVC)

1-2-1 personal support to voluntary groups for volunteer management
Volunteers

Finding office space

Other services include, exploring volunteering, befriending, assertiveness training, disability awareness (all targeted at volunteers)

Framlingham Volunteer Centre

Access to Funding

1-2-1/ personal support

Terms of reference/ governing rules advice

Volunteers

Local strategic partnership information

Recruitment (volunteers and paid staff)

Other services, signposting to umbrella groups

Haverhill Association of Voluntary Organisations (HAVO)

Access to Funding

1-2-1/ personal support

Mediation

Terms of reference/ governing rules advice

Volunteers

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Finding office space / building

Training -

- Business planning

- Trusteeship

- Accounts/ bookkeeping

- Management systems

- Community development

- Health and safety

- Recruitment (volunteers and paid staff)

Other services provided, Internet, photocopying, partnership working and health days

Ipswich Council for Voluntary Services (ICVS)

Access to Funding

1-2-1/ personal support

Mediation

Terms of reference/ governing rules advice

Volunteers

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Finding office space / building

Other services provided, financial appraisal, advice on governance and workshops

Ipswich and Suffolk Council for Racial Equality (ISCRE)

Forward on information about funding

Casework

Finding office space/building

Training

Community development (stamping out racial harm)

Signpost to infrastructure groups any queries about the following:

Terms of reference

Governing rules advice

Volunteers

Registering as a charity

Other services include bank account and representation. Local strategic partnership information, Suffolk Compact, community strategies, building links with private and business sector are plans for the future.

Lowestoft Volunteer Centre

1-2-1/ personal support

Volunteers

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Finding office space / building

Training -

Community development

Recruitment (volunteers and paid staff)

Listening Skills

Project work

Confidence building

Challenging behaviour

Interview skills

Other services provided are how to do a volunteer strategy

Minority Ethnic Network for the Eastern Region (MENTER)

Access to Funding

1-2-1/ personal support

Mediation

Terms of reference/ governing rules advice

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Finding office space / building

Training -

Business planning

Trusteeship

Management systems

Community development

- Health and safety
- Recruitment (volunteers and paid staff)
- Signposting to other organisations

Kesgrave and District Voluntary Help Centre

- Housing benefit advice
- Financial advice
- Coffee morning
- Community Transport

Suffolk Action with the Community in Rural England (Suffolk ACRE)

- Access to Funding (workshops for funding advice and application)
- 1-2-1/ personal support
- Terms of reference/ governing rules advice
- Volunteers (provide volunteer placements)
- Registering as a charity
- Local strategic partnership information
- Suffolk Compact information
- Community strategies
- Finding office space / building
- Training -
 - Business planning
 - Trusteeship
 - Accounts/ bookkeeping
 - Management systems
 - Community development
 - Health and safety
 - Recruitment (volunteers and paid staff)

Suffolk Connect

- Volunteers
- Finding office space / building
- Training
- Other services provided, connecting with local business and half day workshops

The Voluntary Network

- 1-2-1/ personal support (befriending service)
- Volunteers
- Registering as a charity
- Other services provided, acting as a brokerage with regards to recruitment, placing and matching volunteers

Waveney Community Forum

Access to Funding (advice on funding streams and funding applications)

1-2-1/ personal support

Mediation

Terms of reference/ governing rules advice

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Finding office space / building

Training - for SAVO

Young Suffolk

Access to Funding

1-2-1/ personal support

Volunteers (through ICVS)

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Finding office space / building

Training- accredited and quality standards training

Other services provided, risk assessments.

Suffolk Association of Voluntary Organisations (SAVO)

Access to Funding

1-2-1/ personal support

Volunteers (through ICVS)

Registering as a charity

Local strategic partnership information

Suffolk Compact information

Community strategies

Training -

Business planning

Trusteeship

Accounts/ bookkeeping

Management systems

Community development

Health and safety

Recruitment (volunteers and paid staff)

Training- accredited and quality standards training

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Appendix F - Consultation Questionnaire - Summary of comments from infrastructure organisations

How many BME groups are aware of all the services that you provide?

“10 groups in West Suffolk’

”22 groups”

“36 groups”

“4 groups”

What do BME groups not access from you that are available?

“Volunteer placements”

“They don’t come to us”

“Its offered but not many have taken up the offer”

“Issues around migrant workers, e.g. Bank accounts, accommodation, quality of life use as a sign post to deal with other issues in their lives”

What could be the reason for BME groups not accessing this support?

“Don’t know about the organisation”

“Don’t look at service as professional so don’t usually take it serious”

“Not aware, don’t know what is offered”

“Awareness raising is needed.”

“There are no established BME groups in Haverhill and the language barrier (individuals command and understanding of reading, spoken and written English) could be one of the reasons”

“They want things that have an immediate impact”

What expectations do you think BME groups have about infrastructure groups?

“That they should be more flexible in approach and be accessible”

“They expect to be offered practical advice that produces results”

“To be helped through the information process is not enough”

5: What can infrastructure groups do to change their services to make them more accessible to BME groups?

“Understand the language better and how it impacts on the way the organisation is seen by community terminology;

“Outreach work”

“Receptive communication; speak in polite and understandable way, getting interpreter when needed”

“Awareness raising, using community cohesion partnerships to organise events”

“Be more aware of what is going on in the sector”

”BME groups need to be more involved; “

“Publicise themselves and hold open days”

“There may also be a time issue - Rearranging time to meet them on Saturday but the organisation would need to justify the time coming in on another day of the week, as this could have an impact on other areas of work, for example the availability of the person, cost involved, as well as the availability of the people who work or volunteer there”

“Access via other activities e.g. Health days, events where the individuals are likely to attend.”

“Do individuals from BME communities know who they are?”

“Funding to do translations services to explain what they do and provide documents may be beneficial.”

“Employ more staff from BME communities in that area”

“Some individuals may be too frightened to say something if they do not understand what is being said”

What problems do you face when you try to offer help, advice or guidance to BME groups?

“Language barriers including dialect”

“Language line”

“Language support - English is not taught in the same way aboard”

“Losing contact with groups”

“Ability to communicate with BME groups would help us to deliver our services”

“Gathering more information to find out the needs of the people”

What support do you require to provide services to BME and community groups?

“We need support from organisations to counter lack of resources and funding for resources”

“Work in partnership with other infrastructure groups”

“How to engage more effectively with BME and encourage them to form community groups”

“More resources and partnership working”

“We would like to know how to come into contact with them, where they are and how to talk to them and how they would like to be communicated with”

Appendix G - Consultation Questionnaire - Summary of comments from BME and faith groups

Do you know about the following organisations' and what services they provide?

"Not really certain of their roles or what they could provide for us"

"As a new organisation we are unaware of the services and support available"

Is it just local organisations you go to for help, advice and guidance or do you go to regional and national organisations?

"As part of a national organisation we are linked in with them and access other national organisations such as Shelter"

What problems do you face when you try to get help, advice or guidance?

"Trying to find the right contacts "

"Somebody with an understanding of who we are and what we represent"

"On occasions being isolated as a BME group is detrimental when accessing support. Some organisations see BME groups as having their own services or support network and neglect to see them as part of the community at large"

"Widely understood structures are often not known to people new to this country"

What would encourage you to access information/services from these organisations?

"For more organisations to take an interest in our groups"

"For better methods of communication and awareness from both parts"

"Better methods in information sharing"

"What we require is detailed local information"

"We will work with anyone as long as it is mutually beneficial"

"A central directory of contact details would be beneficial"

"A central contact point as first port of call when accessing support"

"Personal face to face contact is always better"

"Walk- in centre"

What is the best method to receive information?

"Sometimes it is similar and time constraints makes it more difficult to look through it all"

"We would rather decide if it is relevant information rather than not receiving it"

"The right information being available at the right time is a major factor but how can we achieve this"

"Important information if sent by e-mail can sometimes get lost and is better backed up with post to ensure it reaches the correct person"

Would you join a BME network and contribute to it?

"Unsure how it would be beneficial to them as we feel no need at the moment"

"We would like to be a part of it and to influence how it is run"

“We would like to join but feel the word influence is too weighty but would like to be a part of, contribute to and share our information and resources with a network of BME groups”

“We have to have an important balance between client work and meetings, panels and networks. We have to prioritise our time”

“The setting up of BME networks, etc, is often done with unbeneficial personal agendas and the BME groups are seen as token gestures”

“It would be no help if it is Ipswich”