

# annual report

## ISCRE

Combating Discrimination  
Celebrating Diversity



2009 / 2010


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# IPSWICH & SUFFOLK COUNCIL FOR RACIAL EQUALITY

“Combating Discrimination, Celebrating Diversity”

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ISCRE delivers Equality services to Suffolk communities, bringing significant benefits in employment, housing, education, social welfare and criminal justice.

 Our aim is to work towards eliminating ALL forms of discrimination whilst promoting equality of opportunities and facilitating good relations between Suffolk’s diverse population.

 Our casework covers discrimination on the basis of Race, Disability, Age, Religion or Belief, Sexual Orientation and Gender.

For more information visit us at:  
[www.iscre.org.uk](http://www.iscre.org.uk)



Or contact us:  
[office@iscre.org.uk](mailto:office@iscre.org.uk)  
01473 408111

|  |   |
|--|---|
| <p>Arabic</p> <p><b>الأهداف</b></p> <p><b>IPSWICH &amp; SUFFOLK<br/>COUNCIL FOR RACIAL EQUALITY</b></p> <p>1 العمل من أجل إزالة الميز العنصري<br/>و كذلك</p> <p>2 تعزيز المساواة في الفرص و العلاقات الجيدة بين الناس من مجموعات<br/>عرقية مختلفة</p> <p><b>في مقاطعة سافولك</b></p> <p>إذا كنتم في حاجة إلى المساعدة، الرجاء الإتصال بالرقم<br/><b>01473 408 111</b></p>  | <p>Chinese</p> <p><b>目標</b></p> <p><b>業士域治及修福郡平等機會委員會</b><br/><b>IPSWICH &amp; SUFFOLK COUNCIL FOR RACIAL EQUALITY</b></p> <p><b>在修福郡</b></p> <p>1 為排除種族歧視而努力</p> <p>及</p> <p>2. 推廣平等機會和與不同種族人士促進友好關係</p> <p>如需要協助，請致電 <b>01473 408 111</b></p>   |
| <p>Bengali</p> <p><b>লক্ষ্য</b></p> <p><b>ইপসউইচ ও সাফোক<br/>কাউন্সিল ফর রেশিয়াল ইকুয়েলিটি<br/>(সাম্প্রদায়িক সমযোগ্যতা)</b></p> <p><b>সাফোক কাউন্টিতে</b></p> <p>১ সাম্প্রদায়িক বৈষম্যতা বর্জন করার প্রতি কাজ করা<br/>এবং</p> <p>২ বিভিন্ন সাম্প্রদায়িক দলগুলির লোকজনের মধ্যে সমযোগ্যতার<br/>স্বযোগ ও ভালো সম্পর্কের অগ্রগতিসাধনে সহায়তা করা</p> <p>আপনার যদি সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে<br/><b>01473 408 111</b> নম্বরে যোগাযোগ করুন</p> | <p>Farsi</p> <p><b>اهداف</b></p> <p><b>شورای ایپسویچ و سافولک<br/>برای برابری نژادی</b></p> <p>1. برای کار در جهت محو تبعیض نژادی<br/>و</p> <p>2 - برای ترویج برابری فرصت‌ها و روابط حسنه<br/>بین مردم از گروه‌های نژادی مختلف</p> <p><b>در استان سافولک</b></p> <p>اگر شما به کمک نیاز دارید لطفاً با شماره <b>01473 408 111</b> تماس بگیرید</p> |

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|   |   |
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| <p>French</p> <p><b>Buts</b></p> <p><b>IPSWICH &amp; SUFFOLK<br/>CONSEIL POUR L'ÉGALITÉ RACIALE</b></p> <p>1 Travailler à éliminer la discrimination raciale</p> <p>et</p> <p>2. Promouvoir l'égalité des chances et les bonnes relations entre les personnes de races différentes</p> <p><b>DANS LE COMTÉ DU SUFFOLK</b></p> <p><b>Si vous avez besoin d'aide, appelez 01473 408 111</b></p> | <p>Gujarati</p> <p>અમારો ઉદ્દેશ</p> <p>ઈપ્સિચ એન્ડ સફોલ્ક<br/>કાઉન્સિલ ફોર રેશીયલ ઈક્વાલિટી</p> <p>૧. વંશીય ભેદભાવને દૂર કરવા તરફ કામ કરવું.</p> <p>અને</p> <p>૨. અલગ અલગ વંશીય સમુદાયના લોકો વચ્ચે સારા સંબંધો જાળવવા અને સમાન તકો માટે પ્રોત્સાહન આપવું.</p> <p>સફોલ્ક કાઉન્ટીમાં</p> <p>જો આપને અમારી મદદની જરૂર હોય તો, મહેરબાની કરીને 01473 408 111 પર સંપર્ક કરો.</p> |
| <p>German</p> <p><b>Ziele</b></p> <p><b>IPSWICH &amp; SUFFOLK<br/>RAT FÜR RASSENGLICHHEIT</b></p> <p>1 Arbeitend für Rassengleichheit</p> <p>und</p> <p>2. Fördernd für Beseitigung der Rassendiskriminierung zwischen Menschen verschiedener Rassen</p> <p><b>IM VERWALTUNGSBEZIRK SUFFOLKS</b></p> <p><b>Wenn Sie Hilfe brauchen, rufen Sie bitte an unter 01473 408 111</b></p>            | <p>Kurdish</p> <p><b>ئامانجەکان</b></p> <p><b>ئەنجومەنی شاری ئیپسویچ و سەفۆلک</b></p> <p><b>بۆ یەكسانی نەژادی</b></p> <p>1- کار کردن بەردو ئەهێشتنی جیاوازی نەژادی و هەروەها</p> <p>2- بۆ بەرزکردنەوەی هەڵەکانی یەكسانی و پەیوەندی باش لە نێوان خەلکانی نەژاد جیاواز</p> <p><b>لە ناوچەی سەفۆلک دا</b></p> <p>ئەگەر یارمەتیت دەوێت تکیایە پەیوەندی بکە بە 01473 408 111</p> |

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| <p>Polish</p> <p><i>Cele Rady d/s Równości Rasowych w Ipswich i Suffolk</i></p> <p><b>IPSWICH &amp; SUFFOLK<br/>COUNCIL FOR RACIAL EQUALITY</b></p> <ol style="list-style-type: none"> <li>1. Praca w kierunku eliminacji dyskryminacji na tle rasowym i</li> <li>2. Propagowanie równych możliwości i dobrych stosunków międzyludzkich w różnych grupach rasowych</li> </ol> <p><b>W HRABSTWIE SUFFOLK</b></p> <p>W celu uzyskania pomocy prosimy o kontakt pod numerem 01473 408 111</p> | <p>Russian</p> <p><i>Цели</i></p> <p>Совета по расовому равенству города Ипсвич и графства Саффолк</p> <ol style="list-style-type: none"> <li>1. Работать в направлении устранения расовой дискриминации и</li> <li>2. Способствовать равенству возможностей и хороших взаимоотношений между людьми из различных расовых групп</li> </ol> <p><b>В графстве Саффолк</b></p> <p>Если Вы нуждаетесь в помощи, пожалуйста звоните 01473 408 111</p> |
| <p>Portuguese</p> <p><i>Missão</i></p> <p><b>CONSELHO PARA IGUALDADE RACIAL EM<br/>IPSWICH &amp; SUFFOLK</b></p> <ol style="list-style-type: none"> <li>1. Trabalhar para eliminar a discriminação racial e</li> <li>2. Promover igualdade de oportunidades e bons relacionamentos entre pessoas de grupos raciais diferentes</li> </ol> <p><b>NO CONDADO DE SUFFOLK</b></p> <p>Se necessitar auxílio, contate 01473 408 111</p>   | <p>Turkish</p> <p><b>IPSWICH &amp; SUFFOLK<br/>IRK EŞİTLİĞİ MECLİSİ</b></p> <p><i>Amacımız</i></p> <p><b>SUFFOLK İDARİ BÖLGESİNDE</b></p> <ol style="list-style-type: none"> <li>1. Irkçı ayrımcılığın ortadan kalkması için uğraşmak ve</li> <li>2. Farklı ırk grupları arasında eşit imkanlar ve iyi ilişkiler olması için yardımcı olmak</li> </ol> <p>Yardıma ihtiyacınız olurs lütfen 01473 408 111 arayınız</p>                           |

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### **The Financial Report:**

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## **Honorary Officers and Board of Trustees**

### ***Honorary President***

The Worshipful Mayor of Ipswich  
Councillor David Goldsmith

### ***Honorary Vice-Presidents***

Albert Grant OBE  
Clifford Reed  
Jayanti Patel

Harold Mangar  
Lester Lewis

Pam Littlejohn  
Sushil Soni

### ***Chairperson***

Hamil Clarke MBE

### ***Vice Chairperson***

Christopher Cumberbatch

### ***Treasurer***

Tshikuya Kayembe

### ***Company Secretary***

Christopher Cumberbatch

### ***Board of Trustees***

Albert Grant OBE  
Christopher Cumberbatch  
Daisy Weekes  
Debo Ademokun

Jane Chambers  
Hamil Clarke MBE  
Manwar Ali  
Mirjam Southwell

Tshikuya Kayembe  
Sandy Martin  
Sara Limerick

Councillor Rosemary Clarke,  
Suffolk County Council observer

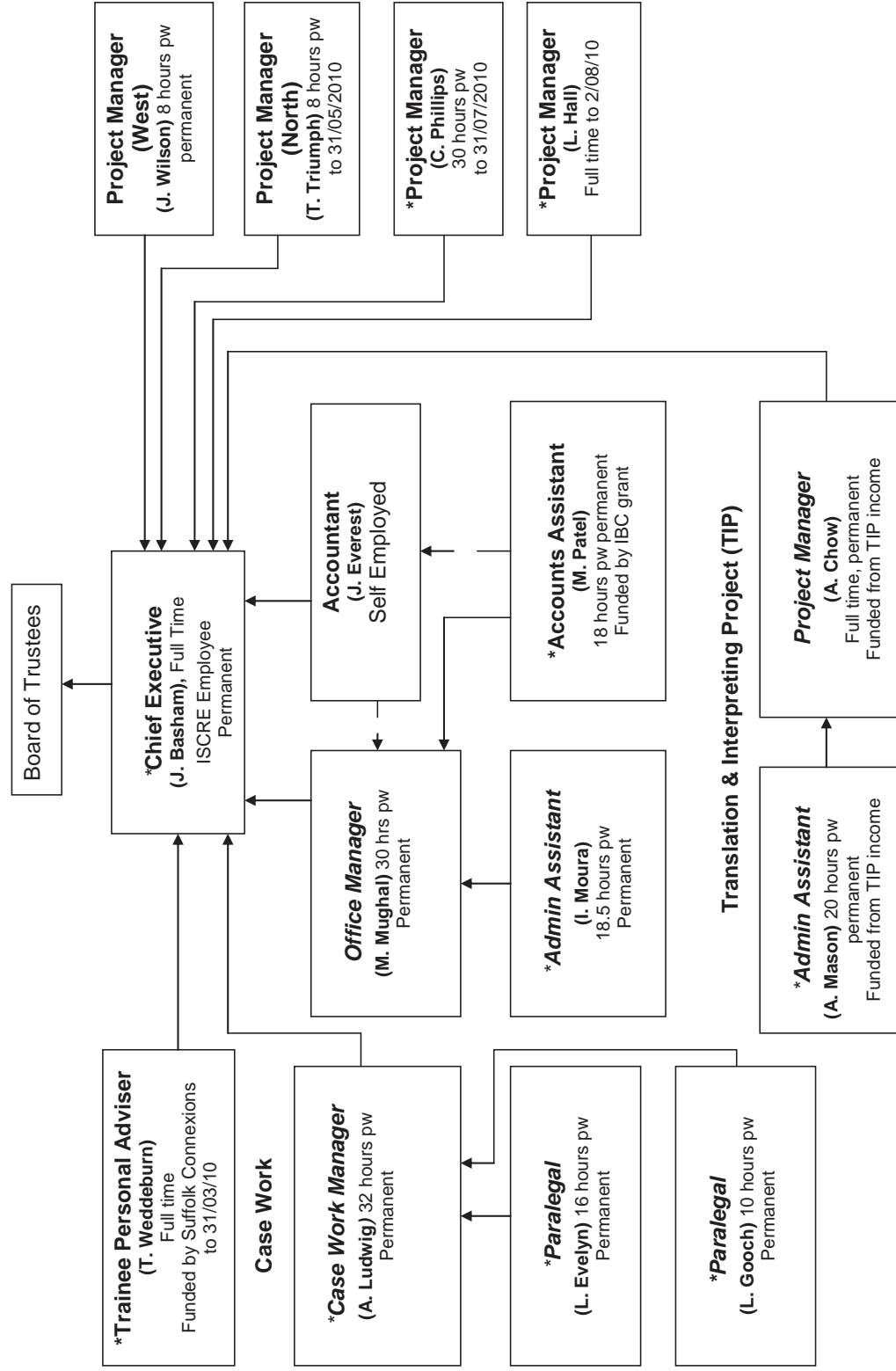
### ***Bankers***

Charities Aid Foundation Bank

### ***Auditors***

Izod Bassett

ISCRE ORGANISATIONAL CHART: as at 31 March 2010



\*Denotes full time equivalent hours @ 37 pw

We would like to thank all our funders and members, as without your support we would not have been able to do all the work recorded here.

We especially thank:

Ipswich Borough Council  
Suffolk County Council  
Babergh District Council

Equality & Human Rights Commission  
Learning & Skills Council  
Lowestoft College  
University Campus Suffolk  
NHS Suffolk  
Suffolk Youth and Connexions Service  
Suffolk Constabulary  
HMP Highpoint  
HMP Edmunds Hill  
HMP Warren Hill  
Advice Now  
OneVoice 4 Travellers  
Nia Project; African Cultural Forum  
Suffolk and North Essex Law Society  
Advice UK – Working Together for Advice Project  
Law Works  
Bar Pro Bono Unit  
Helping Hand – the BT Staff Charity Fund

Also there are some important partners without whom we would not be able to deliver the work that we do:

Suffolk Foundation for the Partnership work on the BME community Champion award.  
The Law firms who support our Law Advice Centre:

Attwells  
Birketts  
Eversheds  
Gotelee and Goldsmith  
Prettys  
Wortley Redmayne Kershaw

Paul Smith – Phoenix Technology  
Mathias Edoh – Out of the Mix  
Michael Clarke – Local Actor  
Kevin Ablitt for looking after our property

A huge thank you to all the Volunteers who helped ISCRE

Allen Chapepa  
Shireen Carr  
Bethany Parker  
Vishnupriya Rajesh  
Eleanor Peaty  
Vanessa Halle  
Awaz Said Khaled  
Tracey Henry  
Amajit Atwal  
Ausilia Matraxia  
Debolina Saha  
Saghar Roya  
Serwaah Hindhaugh  
Sallie Davies  
Emma Gillam

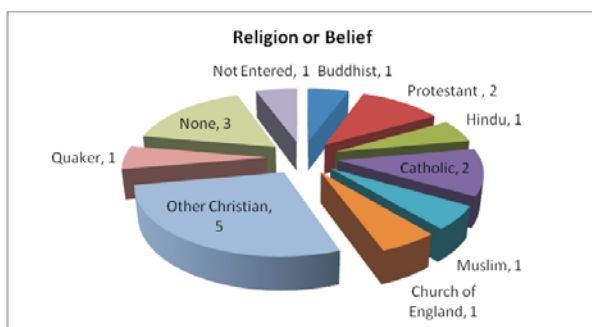
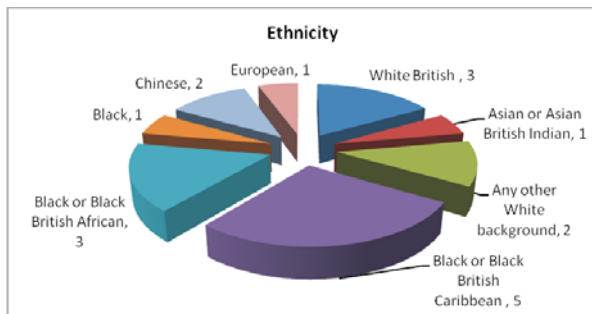
Natalie Bennett  
Wendy Charles-Davenport  
Graeme Ludwig  
Matthew Ludwig  
Sophie Mills  
Ameera Everest  
Farhana Hussain  
Ibifuro-Danielle Fausat  
Favour Onisarotu  
Richard Tweed  
Akbar Dzhalilov  
Esme Strathcole  
Olga Maksimczuk  
Snezhana Sanzharovska  
Henna Beg  
Flavia Popescu-Richardson



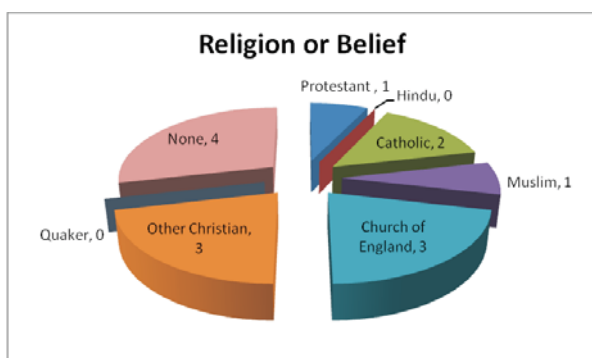
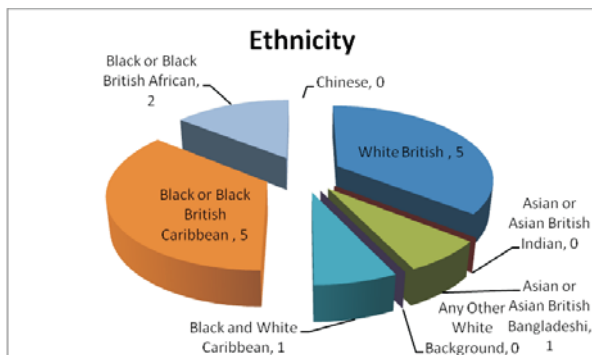
Chairperson and Staff  
(ISCRE AGM September 2009)

## About Us.....

### Staff equality monitoring data



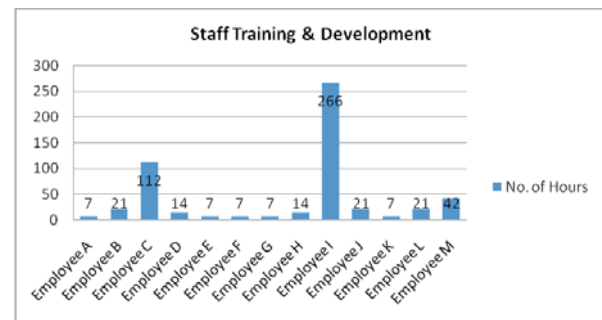
### Board of Trustees equality monitoring



## Staff Training & Development

ISCRE is committed to investing in its staff as the chart shows below:

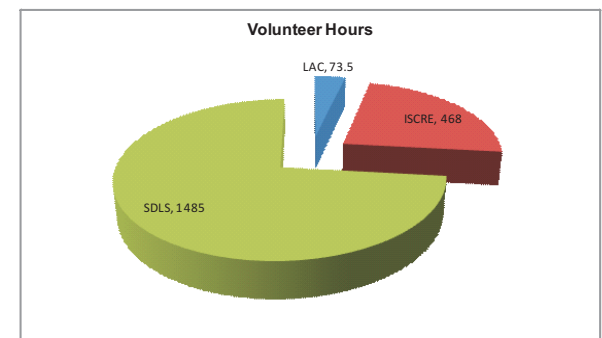
Number of training & development hours - 504



*Employee C and I attended long term training courses*

## Volunteer scheme

Volunteer scheme Total amount of volunteer hours – 2026.5 (excludes Board of Trustees)



## Chairperson's Report

This year has been one of mixed fortunes. The Ipswich and Suffolk Council for Racial Equality (ISCRE) is travelling through an exciting and challenging period.

We are experiencing a wind of change but unable to plot its direction. There is talk of major cuts and also of the Big Society, devolving more power and decision making to local Communities. Based on our experiences however this leaves me to wonder where do the Black and Minority Ethnic (BME) Communities fit in the scheme of things in Suffolk? ISCRE will continue to maintain its vigilance in making sure BME issues are not diluted.

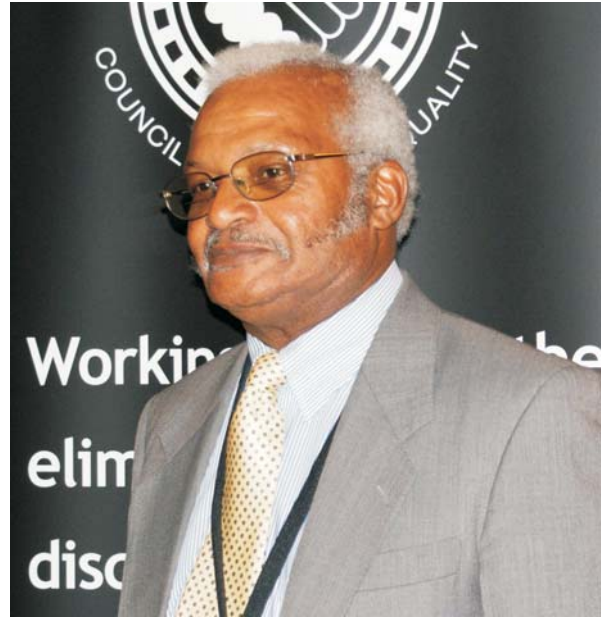
Again we have achieved our objectives thanks to our hard working staff, and a dedicated band of volunteers led by our Chief Executive, Jane Basham. Our track record of exceeding targets set by our funders continues, and this is evident in our Suffolk Discrimination Law Service driven by Audrey Ludwig, Case Work Manager.

We continue to build on the strong and positive partnership with Suffolk Police through the Stop and Search Reference Group. This Group has gained recognition nationally and internationally for this pilot and ISCRE was invited to present to a high level European conference in Brussels to talk about it. At the time of writing this however, there is some uncertainty about the future of this project.

Our partnership with the Norwich and Norfolk Race Equality Council has been successfully built on, through our Case Work service and also the Migrant Impact Fund cross-county project.

We continue to develop our work with 3 prisons in Suffolk, a further arm of our partnership work to address issues of racial disparity in the Criminal Justice system.

We have set up a pilot Leadership Academy in partnership with Statutory and Community sector partners, to include staff from such Academies in different parts of the UK with a track record of success. This will help raise the attainment level of boys of African and African/Caribbean heritage.



G. H. Clarke MBE  
Chairperson

This has been the vision of our new Project Manager Leon Hall.

## Future plans

ISCRE will continue to try and build partnerships with Local Public, Voluntary and Private sector organisations that will help them fulfill their legal and moral duties in respect of Race Equality.

We plan to develop the Leadership Academy, to support schools to deliver the best academic results they can for BME pupils, and to inspire confidence in our young people.

ISCRE will use its Training, Education, Audit and Monitoring role in order for it to be recognised as a driver of change.

My task will be incomplete unless tribute is given to James Hehir, who was not only an important Vice President but also a true friend and supporter of ISCRE. He is missed by all who have come in contact with him.

My sincere thanks to Jane, our staff and all our volunteers for all their hard work in making this another successful year for ISCRE. I also extend my thanks to my colleagues on the board for their support during the year.

## Chief Executive's Report

Once again it is time to reflect on our work and for me to express to you all that I am privileged to have this role. Without diminishing other work we have got into I believe our significant achievements have been:

- Keeping race equality on the agenda through lobbying, our case work and empowering communities
- Facilitating relationships between the statutory sector and our communities, particularly in rural areas and in the North West and North East of Suffolk
- Considerable case work which both assists individuals in pursuit of justice and has a wider social impact
- Putting volunteering at the heart of everything we do which has benefits both for those individuals volunteering and to expand the services we can provide

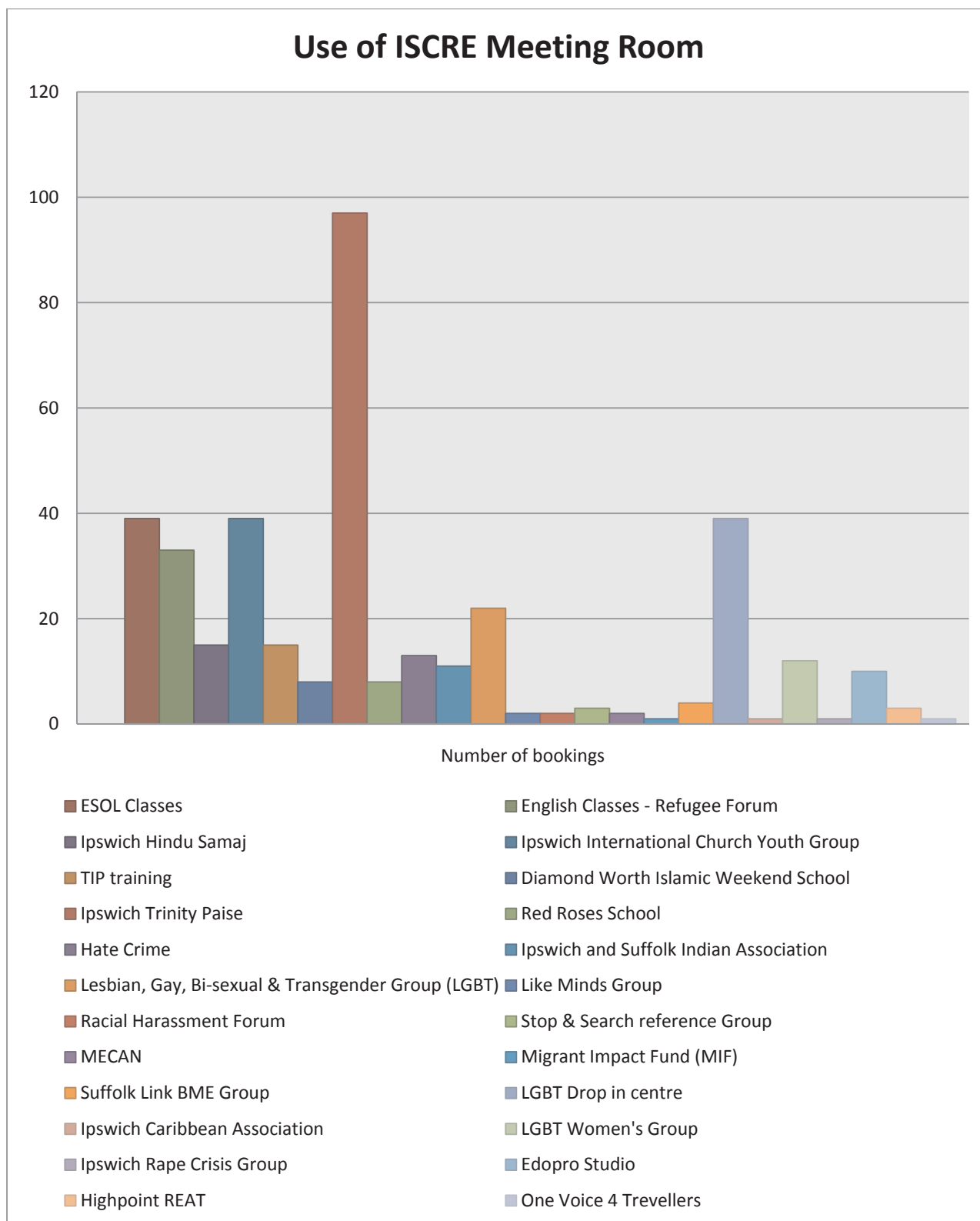


Jane Basham  
Chief Executive

Our newly branded Suffolk Discrimination Law Service has exceeded all targets set by the Equality and Human Rights Commission, who part fund it. Because of funding uncertainty we spent much of last year with only one lawyer – so the case work increase is almost solely down to the amazing hard work of Audrey Ludwig and her paralegal team Letha Evelyn and Louise Gooch. It is a real example of spirit and creativity that through different means almost 1,400 legal volunteer hours were brought into support the service. We have decided to appoint a second lawyer from our reserves to meet the increasing demands for the service. The values and track record of ISCRE meant we have built strong links with disability groups for example who refer clients into us. Discrimination on any grounds is the biggest barrier still for so many and our work is just the tip of the iceberg.

Our offices, courtesy of Ipswich Borough Council, continue to be a place where communities and partners feel safe to come, as demonstrated by the chart.. This year we have hosted around 380 meetings for our community and statutory sector partners. We know for example that since they moved here the Transgender group particularly has grown its membership. We are anxious though that many small grass roots groups, doing really good work, remain too small and at risk of closure. They are underfunded (sometimes not funded at all) and not considered as potential providers of services. BME groups in Suffolk are particularly invisible and struggling to obtain funding, and this is in line with the national picture.

I am however cautiously optimistic that the financial challenges facing the public sector will lead to a recognition of the importance of small grass roots organisations. They are the key to high social capital in all communities. At some of the tables that ISCRE is placed we continue to make this point.



Translation & Interpreting Project (TIP), under Annie Chow's leadership has demonstrated real growth. This is not just through activity but also through the provision of national qualifications to local BME people, building their capacity and economic independence.

The appointment of Leon Hall in January, to support our growing Criminal Justice and Education work has resulted in a new direction for ISCRE. 4years ago, when I was appointed, thanks to Suffolk County Councils commitment to having a Race Equality Eouncil, I would not have believed



Mildenhall Show

that ISCRE would be running a Leadership Academy.

Our work with our partner Norwich and Norfolk Race Equality Council is strengthened Not only are we starting to develop our case work in Norfolk, but also the partnership work on the Migrant Impact Fund is breaking down the borders that only services, not communities see.

I don't want to miss out any of ISCRE's paid staff who are all brilliant people like Aubrey, Ines, Joanna, also Cheryl, Nancy and Elizabeth (who have sadly left us),

Mayuri, Jo, Tessa, Tanesha, Karen. They all work incredibly flexibly doing things that really do not feature anywhere on their job descriptions! I do think it is time though that I publically recognise someone who is very much behind the scenes but vital to our success - Maria Mughal our Office Manager. It is not easy running a Race Equality Council, a CEO, a meeting space, a Board of Trustees, keeping us legal with the Charities Commission and Companies House but she does it brilliantly flexibly and efficiently – thank you.



Race Hate Crime Buddy Training



### BME Community Champions at the High Sheriff's Award Ceremony 2010

We have had the benefit of a huge army of volunteers, as the list earlier on in this report shows. Finally to Hamil Clarke and my Board of Trustees – giving their time voluntarily, because they believe what ISCRE stands for is important and want to help develop it to meet the needs of the future.

On a day to day basis we are regularly called upon to attend meetings and are consulted on numerous statutory sector policies. Whilst we do what we can that can never be our focus. Where is the evidence of impact and reduced racial inequalities following all the 100's of consultation events and parties; BME projects and Equality and Cohesion roles? Recently we asked where is the evidence that demonstrates significant shift in the employment of BME staff for example at all levels of all public bodies? Where are the Black and Minority ethnic business figures featured in Suffolk Business News? Why is our case work not reducing?

ISCRE is not prepared to sit back and wait for change. It is a worry when partners

withdraw from us because we are saying that the pace of change is too slow. This report, as did last year, shows that we are delivering services for the good of all communities across Suffolk. Our outreach officers are busy, raising the profile and working with communities. Our case work allows opportunities for service providers to review that service in order to improve and to ensure they are accessible for all. Our clients say they value and need our help.

I believe that racism and race discrimination is on the increase in Suffolk because of complacency and indifference. Also a seriously misguided belief that somehow the Equality and Human Rights Agenda means race discrimination is a thing of the past. We will continue our energy for creative solutions and fund raising as with last year, as these are really difficult financial times.

Whatever the challenges and as long as we remain relevant we will continue working to rid Suffolk of the scourge of racial and the wider forms of discrimination.

## Suffolk Discrimination Law Service

We relaunched as Suffolk Discrimination Law Service as the brand for our casework service. This is to reflect that we assist with all forms of unlawful discrimination; and are prepared for the implementation of the Equality Act 2010. We give advice by phone, by email and in person, in the office and at other locations to anyone in Suffolk and Norfolk experiencing discrimination.

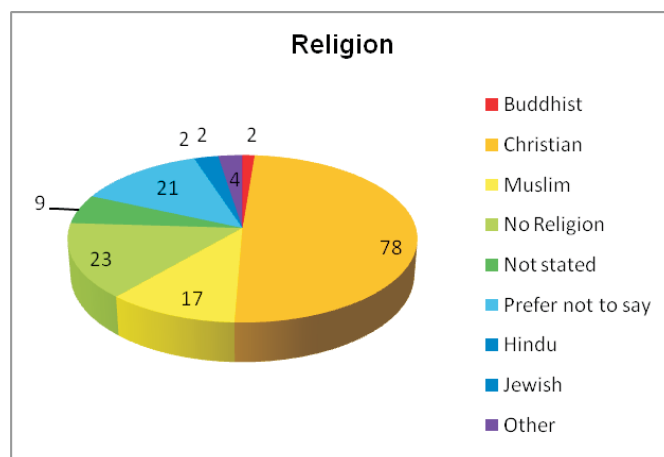
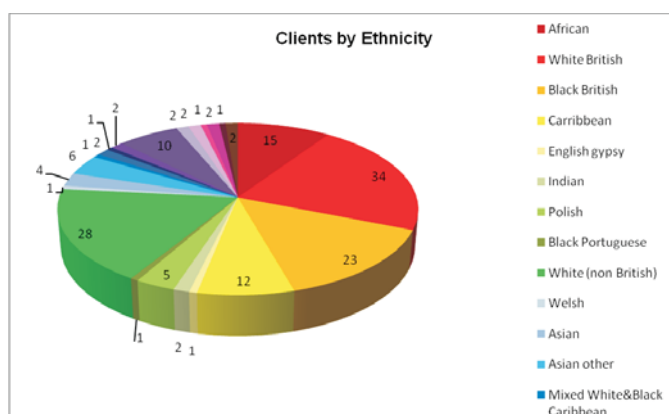
We exceeded all the client targets set for us by the EHRC.

We assisted 158 clients with discrimination enquiries, up from 124 in 08/09.

We continue to run outreach service in Lowestoft and are planning to extend this to Norwich and Newmarket.

We obtained over 1400 hours of legal volunteering for our clients made up by:

- 7 students on our groundbreaking Summer Placement Scheme for Law Undergraduates.
- 8 unemployed solicitors on temporary volunteering "Choices" project with the national charity LawWorks whilst job-hunting – some commuted from as far as Watford and East London.
- 1 volunteer legal mentor provided by Gotelee and Goldsmith Solicitors.
- 1 volunteer trainee solicitor for a day a week, provided by Gotelee and Goldsmith Solicitors.



We have closed our ties with the Suffolk Hate Crime Service and undertaken legal work for several of their clients.

We established the Suffolk Discrimination Advice Network to identify organisations that come into contact with clients with discrimination issues to provide specialist training, improve awareness of discrimination and improve referral processes.

We held 2 specialist training events and the Network meeting was attended by 15 colleagues in various voluntary sector organisations.

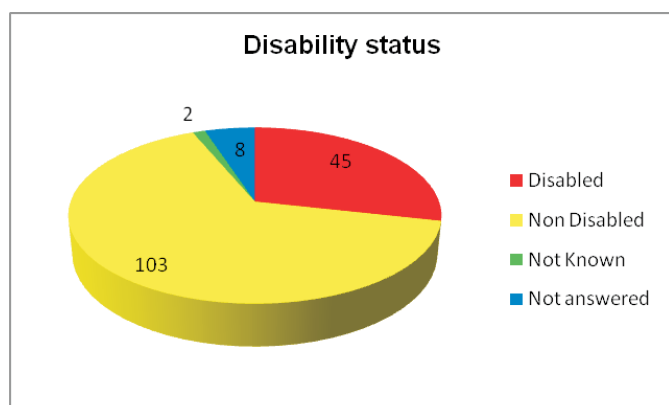
### Our clients

In terms of numbers we have:

- Advised 158 clients on their rights
- Given ongoing support to 82 clients
- Taken 47 full statements
- Drafted 10 Questionnaires
- Drafted 31 grievances
- Drafted 12 letters of claim
- Issued 7 employment tribunal claims
- Referred 2 test cases to the Equality and Human Rights Commission
- Referred 5 other cases to other solicitors

### Examples of cases

Ms A suffered racial and religious harassment and discrimination at her place of work. We assisted her through



the grievance process and then issued Employment Tribunal proceedings. She was offered significant compensation plus agreed reference as a confidential settlement to leave which she accepted.

Ms C worked for a multinational company, and suffers from a physical disability. She alleged that as a result of removing her ability to work from home and work more flexibly her health and work suffered. She was then put on performance measures and her health suffered further. She went on long term sick. About six months later she was dismissed on health grounds. We issued Employment Tribunal proceedings but about two months before hearing the Respondents offered £15000 plus reference, which our client accepted.

Mr W is a cleaner working for a cleaning company. He experienced racial harassment and discrimination. We assisted him through the grievance process and then issued proceedings. Our client was offered £5000, an apology and diversity training at his place of work.

Ms H was a care assistant, dismissed for an admitted breach of health and safety. However she considered that the sanction was much harsher because she was black than that meted out to two white female care assistants (previously held to have breached comparable breaches of health and safety). We assisted the client with a written appeal against dismissal and then with Employment Tribunal proceedings. We negotiated a confidential settlement of £2500 and an agreed reference

Mr G- We assisted this client through the

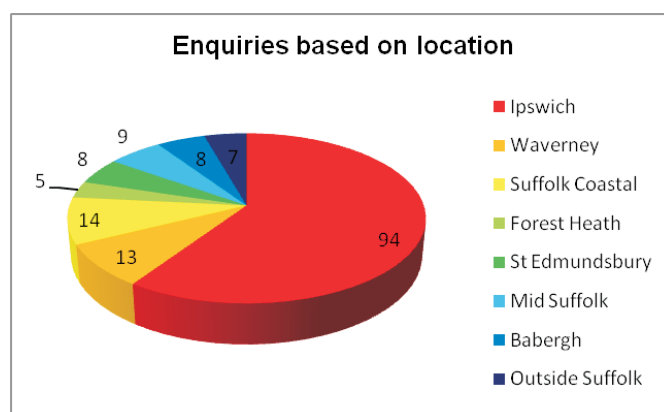
grievance process when his public sector employer failed to implement the changes recommended by their own Occupational Health Advisers. He succeeded in his grievance and all the changes were implemented.

Mrs H a disabled woman living on a Gypsy and Traveler site . When her site pitch was refurbished they did not undertake any adjustments to the specification despite her having severe mobility problems. We challenged the failure and after significant correspondence they agreed to the reasonable adjustment being made at their expense.

Ms K was employed by a not for profit organisation. She complained of racial harassment by a senior manager. When the complaint was not addressed she resigned and got a job elsewhere immediately. We assisted her with a grievance and grievance appeal. We also drafted the Employment Tribunal proceedings. We negotiated a confidential settlement of £3500 plus agreed positive reference

Mr F was a cleaner working for a cleaning company in a shop. He was subjected to racial harassment by a shop manager. We assisted with the grievance and issued proceedings. A few months before the hearing, our client was offered £8000 to settle.

Ms Q was a cleaner for a cleaning company and suffers from a disability. Her supervisor allegedly made a disablist comment and failed to make reasonable adjustments. We assisted her after she



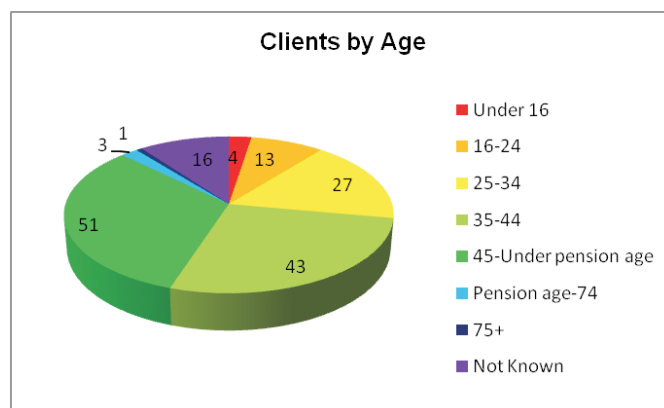
had issued proceedings for disability discrimination. However the client's health deteriorated and she asked us to negotiate a quick settlement with the Respondents solicitors. She settled for £650 plus an agreed written reference.

Mrs X had ordered a home delivery toy for their child in plenty of time for Christmas Day from a large children's store, some weeks earlier. Having chased the delivery several times, eventually they were told that the courier firm did not deliver to any Gypsy sites 'even like this one local authority run sites'. The toy was in their depot in Bury St Edmunds and the family were told they could go and collect it. We made contact with the courier firm and the store. The courier firm confirmed they did not deliver to Gypsy sites as a matter of policy. The store was initially very unhelpful, and stated that it was the courier firm's issue. When we made contact with their press office, and started to get in touch with our local media – thankfully they responded and arranged for a taxi to take the toy to the store, and the child got the present on Christmas day. We tried to persuade Mrs X to let us take legal action but she has chosen not to.

As can be seen we often achieve settlements without the need to go to court. However the downside is that our clients are required to agree to strict "confidentiality agreements" which prevent the publicising of the cases.



One Game One Community – Togolese Team organized by a former client



The repeated comment from clients is that we empower them and that, without our help, they do not have the legal skills, confidence or time to challenge what had happened.

Moreover our casework has a wider impact than just for the individual clients. Both research and anecdotal evidence is that where an organisation- whether employer or the provider of goods and services – is challenged about its conduct or decisions, the conduct or decision making improves subsequently for everyone. In addition the information provided by our clients feeds into the social policy work of ISCRE. The "Big Society" will only work if individuals and communities have the tools and resources to assert their legal rights.

Audrey Ludwig  
Case Work Manager

## Law Advice Centre (LAC)

Every fortnight, we run the Law Advice Centre, which is also officially a LawWorks Clinic.

The Centre is supported by volunteers five local firms and one outside our region, and the dedication of the team of Lawyers is exceptional.

The 108 clients we saw this year demonstrates a 30% increase on last year. Of note is the increase in Employment cases which are up from 5 in 08/09 to 25 this year Through partnership working we identified a growth in employment cases which have very tight timescales. Because of this an employment lawyer offered to run a specialist employment service, which now coincides with the LAC. Also Housing cases are up from 10 last year to 21 this year.

These increases we believe are directly related to the economic downturn, and the LAC has helped people not only stay in employment but also in their homes.



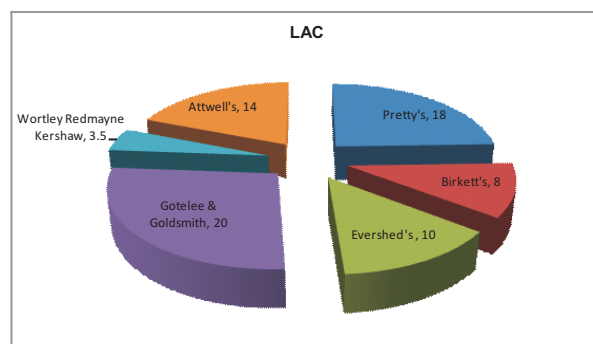
Photo: Deputy Vice President of The Law Society - Visit to ISCRE

Gotelee and Goldsmith – and in particular Jonathan Ripman, Partner - remain the driving force behind the legal volunteers and the - coordination of review meetings. It was Jonathan who encouraged John Wotton Deputy Vice President of the Law Society to visit us to meet ISCRE and Law firm volunteers.

*John Wotton quote - 'I was extremely impressed by the work that ISCRE undertakes for the local community and very pleased to hear how local firms work collaboratively with you. It is clearly a very positive relationship and shows the importance of partnership working between the profession and organisations like yours to help improve access to justice'*

As we see further funding cuts to Legal Aid and advice agencies, and Suffolk becomes even more of an advice desert than it already is, centres like ours are vital.

## LAC – total 73.5 hours



## Advice Categories

| Consumer | Debt | Employment | Family | Housing | Welfare Benefit | Other inc. mediation | Total |
|----------|------|------------|--------|---------|-----------------|----------------------|-------|
| 7        | 4    | 25         | 30     | 21      | 1               | 17                   | 108   |



Leadership Academy

## Education

In response to marked statistics and the many parents who have contacted us with concerns about schools, ISCRE has sought to make a positive impact on education. Black African/Caribbean boys under-achieved at Key Stage 2 by 16% in 2009/10. This rises to 21% for Key Stage 4. There was a 10% increase in reported racist incidents in schools. However, more than half the schools in Suffolk reported no racist incidents.

This August has seen ISCRE launch its first Leadership Academy in partnership with Suffolk Foundation, Suffolk County Council, Suffolk New College, Nia Project, African Cultural Forum and Blyth Valley - a business insurance company. There are similar Academies in London that have a track record of success, and they have helped us develop our own model. Demand for places was high and 17 boys were accepted – many of these boys are performing above their schools expected level for their age.

The programme for the Academy includes core curriculum work, sessions on team-building, leadership, art, foreign languages in the context of the pupils' African heritage. It is expected those attending will have a greater level of confidence in their own academic abilities when they return to their schools in September.

ISCRE sees this pilot as the catalyst for change and a positive move towards African/Caribbean parents feeling more empowered to engage with mainstream schools. The Academy will help schools gain in confidence in terms of engaging with African heritage parents.

ISCRE has also supported work within St Alban's High School, Northgate High School and Copleston High School. All three schools have an Extended Learning Support Centre (ELSC) and ISCRE were invited to work at the ELSC with a group of BME students who were selected to be mentors. ISCRE provided guidance on how to report a racist incident at school and what should be included in a good Race Equality policy. It was a positive experience for the young people and raised their awareness of race issues and empowered them to make changes at their schools.

## Criminal Justice

ISCRE has continued to strengthen its relationship with criminal justice partners to support with the trust and confidence agenda, and to positively impact on racial inequalities.

Stop and Search disproportionality for BME groups continues: however, the work of the Community-led Stop and Search Reference Group has had an impact. This



Stop & Search Reference Group Meeting

partnership has increased the trust and confidence between BME groups and the Police. The Reference Group has also attracted recognition nationally from the National Police Improvement Agency (NPIA) and internationally from the Open Society Justice Initiative (OSJI). ISCRE were invited to do a presentation in Brussels at the European Network Against Racism Ethnic event looking at Ethnic Profiling and good practice. We met and built strong relationships with international community activists and academic scholars.

Additionally our work as a 3<sup>rd</sup> Party Reporting Centre for Police Complaints has seen 10 clients have the confidence to raise their concerns about aspects of policing. The partnership with the police is vital and we support them in other ways, offering advice and guidance to front line officers, senior managers and professional standards personnel on operational issues that impact on BME communities. We have also delivered training and workshops, hosted a Student officer and attend the strategic Diversity Programme Board.

There have been significant developments in our work with 3 prisons, Highpoint, Edmunds Hill and Warren Hill. Here we work with Officers and detained people to help embed race equality. This includes attending meetings; reviewing racist incidents; building links with communities. An example of this was engaging a young offender from Warren Hill to come and speak with a group of young people. This led to a greater understanding of the prison system and was an empowering experience for all involved. A greater demand for our services in these establishments has led to the development of a Community Diversity Officer post to work in Highpoint and Edmunds Hill.

There have been a number of changes within all 3 prisons over the last 6 months, as there have been within ISCRE, and so building relationships with key members of staff has been problematic at times. However, there is recognition that the partnership work is vital and we predict more stability which will help us to have an even greater impact.

Leon Hall  
Project Manager



Diverse & Equal Voice YOPEY Award

## Outreach

ISCRE outreach employs staff who are based in the North and West of the County. They therefore understand the impact on BME communities living in these more isolated, sometimes more deprived and rural places. This means that ISCRE can address rural isolation by providing a service to those even on the borders of Suffolk. It also means that as first point of contact for those who have suffered racism and discrimination clients feel confident that their voices have been heard and that on going support is achievable. Immediate response and referral for legal advice and good working relationships with partners like the hate crime team, police and voluntary organisations play an important part in successfully combating the ever changing barriers for the established and emerging communities. ISCRE is very much about listening, assessing and responding to the needs of the community.

## West

As my role as representative in the West I am tasked with informing, advising and supporting, public and voluntary sectors to meet their race equality duties and responsibilities in service delivery. Last year I attended the bi monthly Race Equality Action Team meetings and monitored Race incident forms in Highpoint and Edmund Hill Prisons. Stop and Search Reference Groups, Hate Crime Forums and Cultural events in my

area, engaging with the new and emerging communities with a view of recruiting members to set up MECAN West to compliment those in Ipswich and Lowestoft.

I have been mentoring and providing advice and guidance to Gypsies and Travellers in Forest Heath and mid Suffolk, worked in partnership with Suffolk Youth & Connexions and C.A.B; built good public relations with USAF Lakenheath and Mildenhall. Co-ordinated events in schools and colleges, delivered race equality training, organised cultural activities, sessions by BME professionals, providing an opportunity for local young people to experience activities from other cultures, and raise awareness of cultural heritage through dance, music and introducing positive role models. Of note are:

- Mildenhall College of Technology - Diving into Diversity attended by over 100 people. This was a student led event organised by a group of multi-national students, which I formed and mentored." Diverse & Equal Voices" won the 2010 YOPEY Award for Suffolk as a result of their contribution for promoting community cohesion.
- West Suffolk College – 'All about me' attended by over 100 students
- The Diversity Bowl, bowling challenge between young people, families and USAF

Jo Wilson  
Project Manager



Diversity Bowl YOPEY

## North

I think it is important in areas such as Waveney, where I am based, that people from BME communities attend meetings on issues that directly affect them. This includes the Racial Harassment Forum and the Stop Search Reference Group. My aim is to encourage more people from the BME community to participate in these but more work is needed to build trust, confidence and awareness in some of our most marginalised communities. I have been engaging too with key statutory and voluntary sector partners in the area making them aware of what ISCRE is about, its aims and objectives. The continued work in the college is particularly rewarding and strong ties have been formed to help them embed their Race and wider equality duties in their college.

MECAN North is starting to grow, but this is really early days for a BME network in this part of the county.

- Lowestoft College Celebrating Diversity event attended by more than 50 students from colleges across Suffolk
- Lowestoft College “Everyone is Welcome” event May 2010. More than 60 students engaged in understanding difference, and the values of the college



Lowestoft College Diversity Event

- Developing the MECAN in Lowestoft. This will include the development of an African History Month Celebration and establishing a MECAN stall, with a banner and promotional merchandise which can be taken around to local events to attract new members.
- 20 Migrant workers able to contribute to the Equality and Human Rights Commission Enquiry into Meat and Poultry industry in Lowestoft, and many of their stories are quoted in the final report.

Tessa Triumph  
Project Manager

## Translation & Interpreting Project (TIP)

Translation and Interpreting Project (TIP) was launched in 1996 and has provided a variety of services to the public since then.

### Aim:

To ensure that members of BME communities in Suffolk can effectively access services provided by the public, private and voluntary sectors by removing the language barrier

### This year we:

- Trained 12 interpreters in the Diploma in Public Sector Interpreting (DPSI) in Arabic, Polish, Kurdish and Russian.
- Trained 15 interpreters in our Foundation 'Introduction to Interpreting Course' in Chinese, Czech, Polish, Portuguese, Latvian, Lithuanian.
- Offered free staff training to service providers using TIP on good practice in working with Interpreters.
- Provided Request Cards for people for whom English is not their main language of communication to request the provision of interpreters and

- translations when accessing services.
- Provided a support network and supervision for Interpreters.
- Showed a growth of more than 30% in interpreting jobs and 17% in Translation work.
- Removed the language barrier on more than 2000 occasions
- Built the capacity of Suffolk and Norfolk's BME communities by training them as interpreters and engaging them to provide the service
- Enhanced Service providers understanding of the importance of the removal of the barrier of language along with cultural barriers
- Supported Service providers consultation events in order to enhance service delivery.
- Contributed to ISCRE's core costs.
- Reached across County borders by extending the training to BME individuals in Norfolk and providing a service to a range of other counties – as far as London.

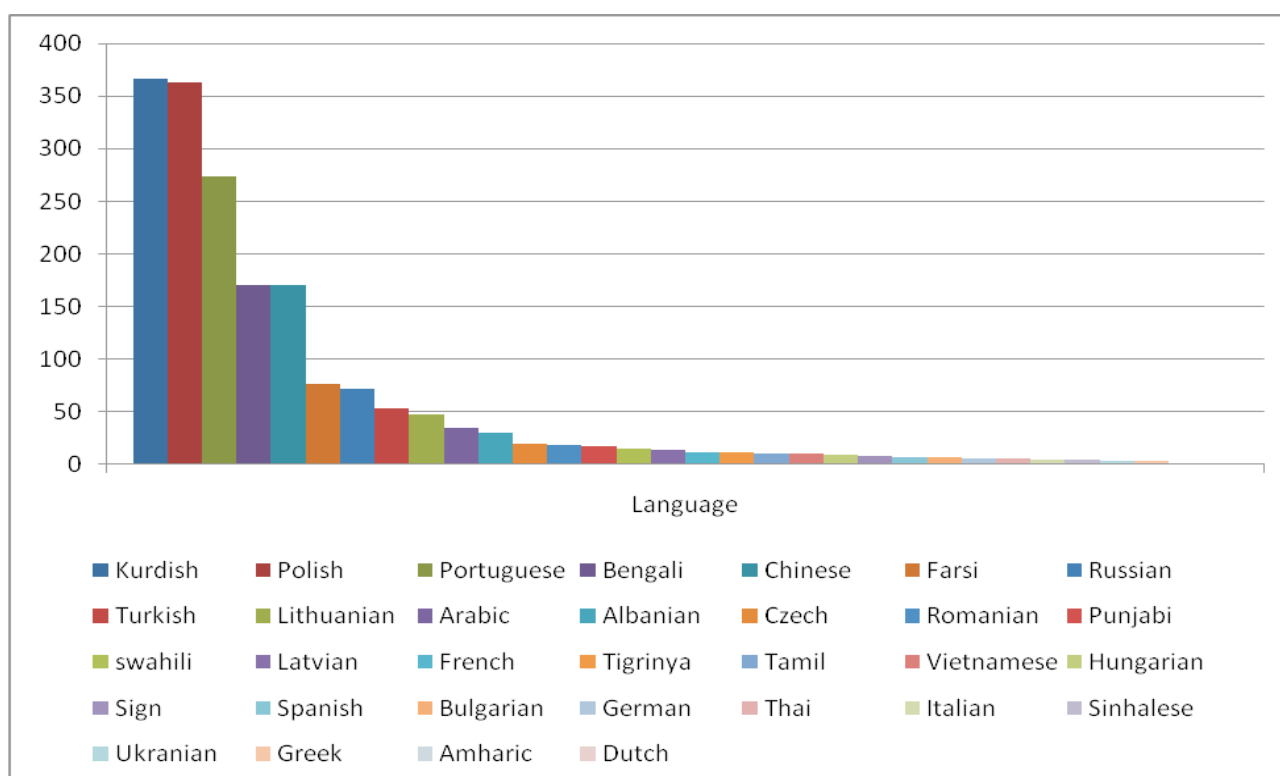
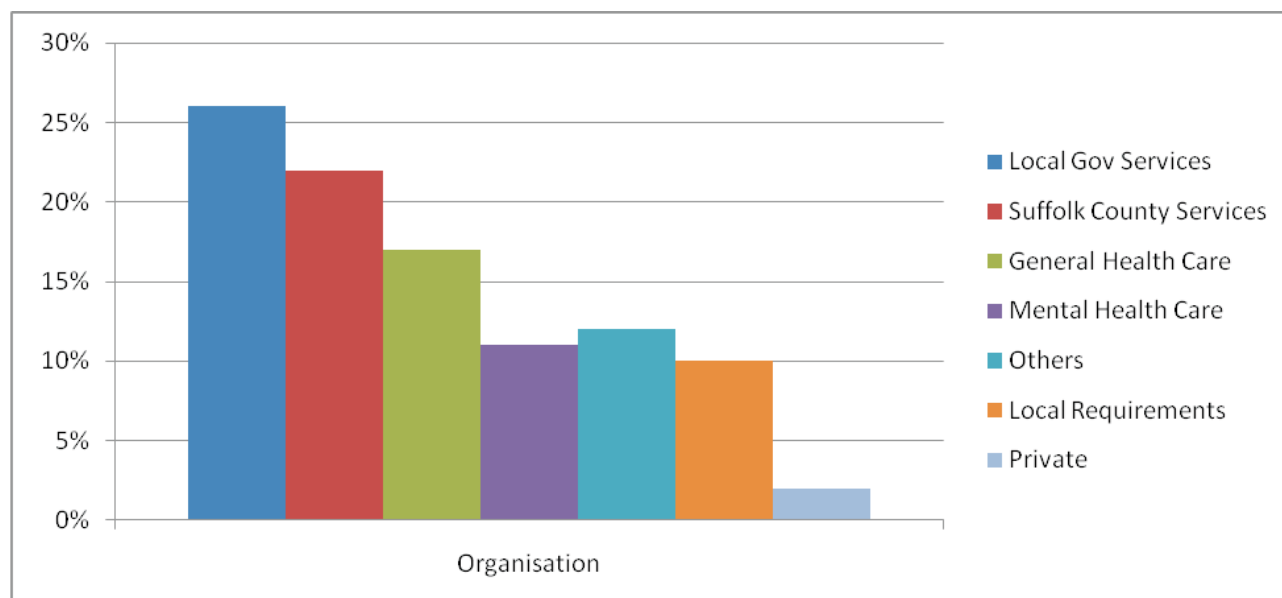


Figure 2 Analysis of Service Providers using TIP for Translation and Interpreting Services



The top 12 languages requested in 2009/2010 are:

|            |         |
|------------|---------|
| Kurdish    | Polish  |
| Portuguese | Bengali |
| Chinese    | Farsi   |
| Russian    | Turkish |
| Lithuanian | Arabic  |
| Albanian   | Czech   |

The proportion of service requested our services in the last financial year are at an approx percentage of : (Please refer to Figure 2)

- General Health Care (Ipswich Hospital, SCRT & NHS Suffolk) 17%
- Mental Health Care (SMHP & Suffolk Hospital) 11%
- Suffolk County Services (Social Care Services, Education) 22%
- Local Government Services (IBC, Job Centre Plus & Medical Service) 26%
- Legal Requirement (mainly Solicitors) 10%
- Private Customers 2%
- Others 12%

## The Future

Develop TIP as an Open College Network Centre

Further develop service specific training for staff working with interpreters

Continue to build the numbers of well trained professionals from Suffolk's BME communities Campaign on the importance of the role of Interpreters in the context of receiving complex information, where a basic understanding of English provided through ESOL classes is not enough

Annie Chow  
Project Manager



TIP Self Help Group

## MECAN (Minority Ethnic Communities Action Group)

MECAN (Minority Ethnic Community Action Network) is a network for the BME (Black and Minority Ethnic) Community groups and individuals in Suffolk. It provides a platform for the BME Community to share information and to keep informed about what is happening within Suffolk.

MECAN is part of the modernisation programme which is funded by the Capacity Builders. It is a partnership between ISCRE, SAVO and SIFRE with ISCRE leading on the project. MECAN is currently in its second year of funding and has grown over the past two years with around 200 members. During its second year MECAN:

- Promoted MECAN at Respect Festival and African History Month events reaching over 1,000 people from across Suffolk.
- A Community led MECAN Steering group has been established representing a variety of BME individuals. The group looks at racial inequalities across a range of areas.
- BME individuals have determined priorities are focusing on the issues within schools, health, and the need for a more vibrant BME led 3<sup>rd</sup> sector.
- BME Parent meeting with the Director of Inclusive Schools Services to address issues affecting BME communities.
- MECAN commissioned the Gypsy and Traveller report which was then promoted amongst public and voluntary sector. The report looked into the needs of the local community in respect of a Community led Gypsy and Traveller support group.
- The Steering group organised an Election Hustings event inviting local politicians and National Figures to be on the panel. This gave the local community a chance to ask their politicians questions regarding issues that concern them. Main topics were Race, Immigration, Faith and Community Relations. The Hustings was also broadcast live on the internet. Around a 100 people attended plus another 60 people over the internet.

- Development work continues in North and West Suffolk.
- Steering group developing a business to plan to aid in future funding and sustainability of MECAN.
- MECAN newsflash continues to ensure MECAN members are kept up to date with local, national and international issues.
- Sponsored 7 MECAN members to attend 4 different conferences. Which include: Equality Bill 09-Roundtables - London, Protecting Black Children into Adulthood - Regional, Race and the Recession-Regional; Be Part of the Solution National; and Supporting Women and Children from Asian Communities who Experience Domestic Violence.

For the final year MECAN hopes to establish itself in North and West Suffolk by having steering groups and building on the number of members from the two areas so that it is established and recognised throughout Suffolk. MECAN will continue to be of assistance to the BME Communities and provide a platform for the BME Communities to build on their awareness of what is happening throughout Suffolk. MECAN believes together we can make a difference.



Diversity Café (workshops) at Lowestoft College May 2009

## University Campus Suffolk

ISCRE has been working with University Campus Suffolk (UCS) to assist them with their commitment to the positive duty to promote race equality. Although the emphasis is on race ISCRE also delivers case work across the Equality strands and assists the UCS in any way possible. This has been done in a number of ways.

- Attends the Equality and Diversity Committee meetings to ensure that race is kept on the agenda.
- Attends the Equality Impact Assessment (EIA) sub group meetings and have an active role within the development of the EIA procedures and performing EIAs on their policies.
- Delivered workshops to Chartered Institute for Personal Development students. The workshops focused on giving the students advice on how to manage grievances on race discrimination grounds. Drama was used to engage students more personally with a character. They then were able to develop practical solutions to achieve positive outcomes from the grievance.

Tanesha Weddeburn  
Project Support Officer

July 2010

## Positive Impact Project

This is an exciting cross county project with Norwich and Norfolk Race Equality Council which is funded by the Migrant Impact Fund. Activities under this project have been designed to recognize the positive contribution of Migrant workers and to support services that are delivered to BME communities. It has 4 elements which are broadly described below:

1. 1<sup>st</sup> tier advice – mapping and assessment of how Advice services are being accessed by BME communities

2. 2<sup>nd</sup> tier advice – developing the skills of BME communities to offer advice within their communities on Equalities issues
3. Training providers of publically funded services on the Public Equality Duty by BME led groups/professionals
4. Addressing Hate Crime between communities and developing support within communities to deal with racism

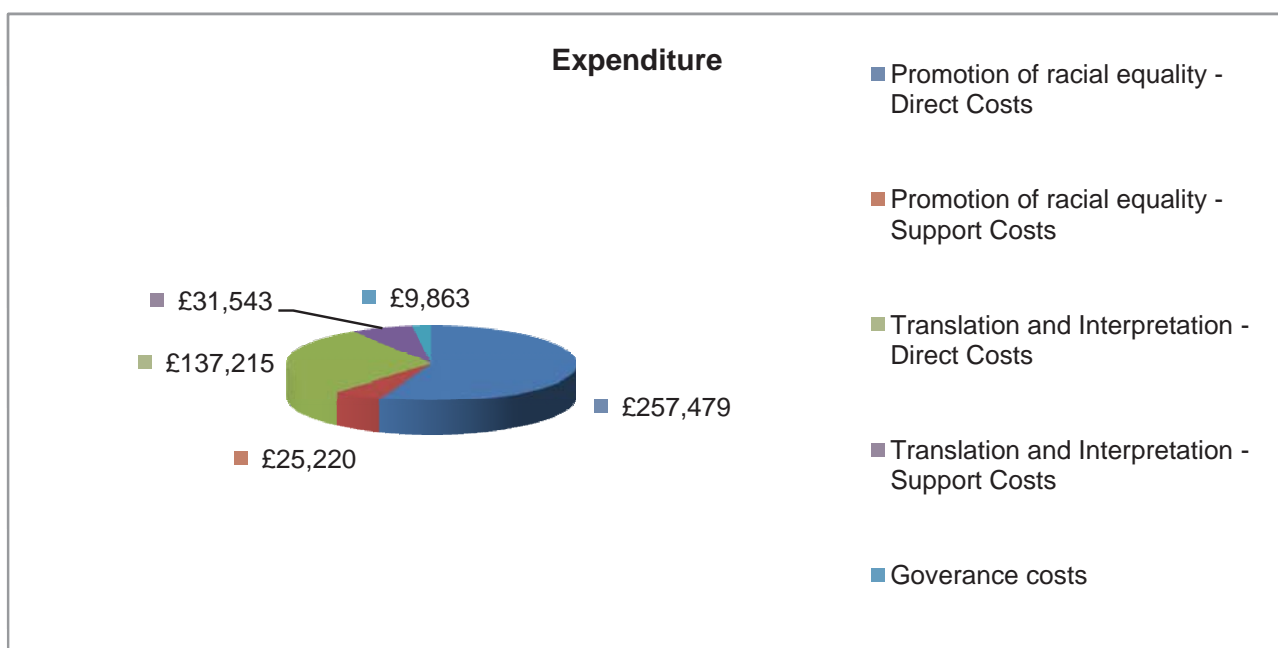
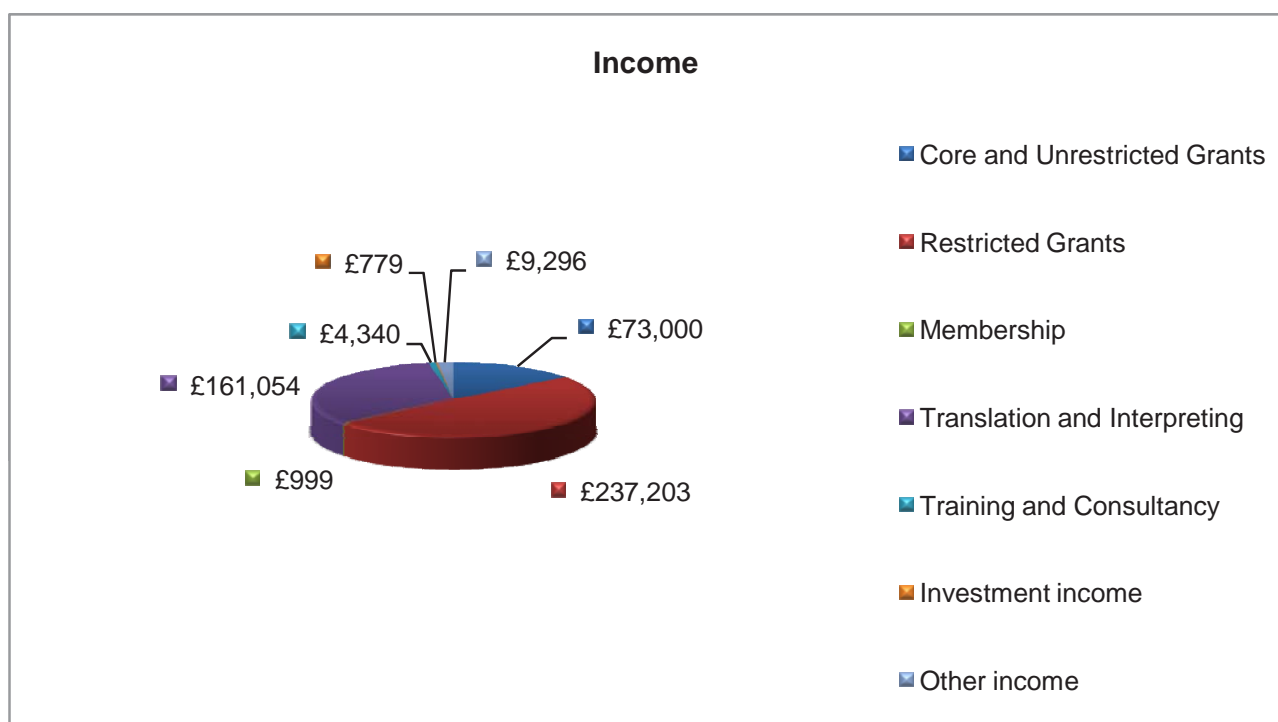
Activities this year included:

- Designing collaborative desktop/face to face qualitative assessment to ensure a comprehensive review of existing advice and guidance services available to BME communities
- 300 questionnaires disseminated across Norfolk & Suffolk to advice & guidance service providers
- Conference in Suffolk, delivered by BME communities, attended by more than 90 people from BME communities, Statutory, Voluntary agencies including advice agencies
- Sustainable DVD capturing Migrant worker stories being used across Suffolk and on national website such as Advice UK.
- Equalities training delivered to 48 members of BME communities to raise awareness of rights and identify barriers to services
- BUDDY training developed to support victims of racism in BME communities. Pilot delivered to 10 members of BME communities

Cheryl Phillips  
Project Manager

# INCOME & EXPENDITURE

## Income and Expenditure 2009-10



The information provided here has been extracted from the audited accounts. It is for information only and is not sufficient to gain a full understanding of the result or state of affairs of the group. The audited accounts were subject to an unqualified audit report and were approved by Izod Basset and the Board of Trustees on 21 July 2010. Full copies of the accounts can be acquired free of charge from ISCRE's office. The full audited accounts will be filed at Companies House and the Charities Commission.



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