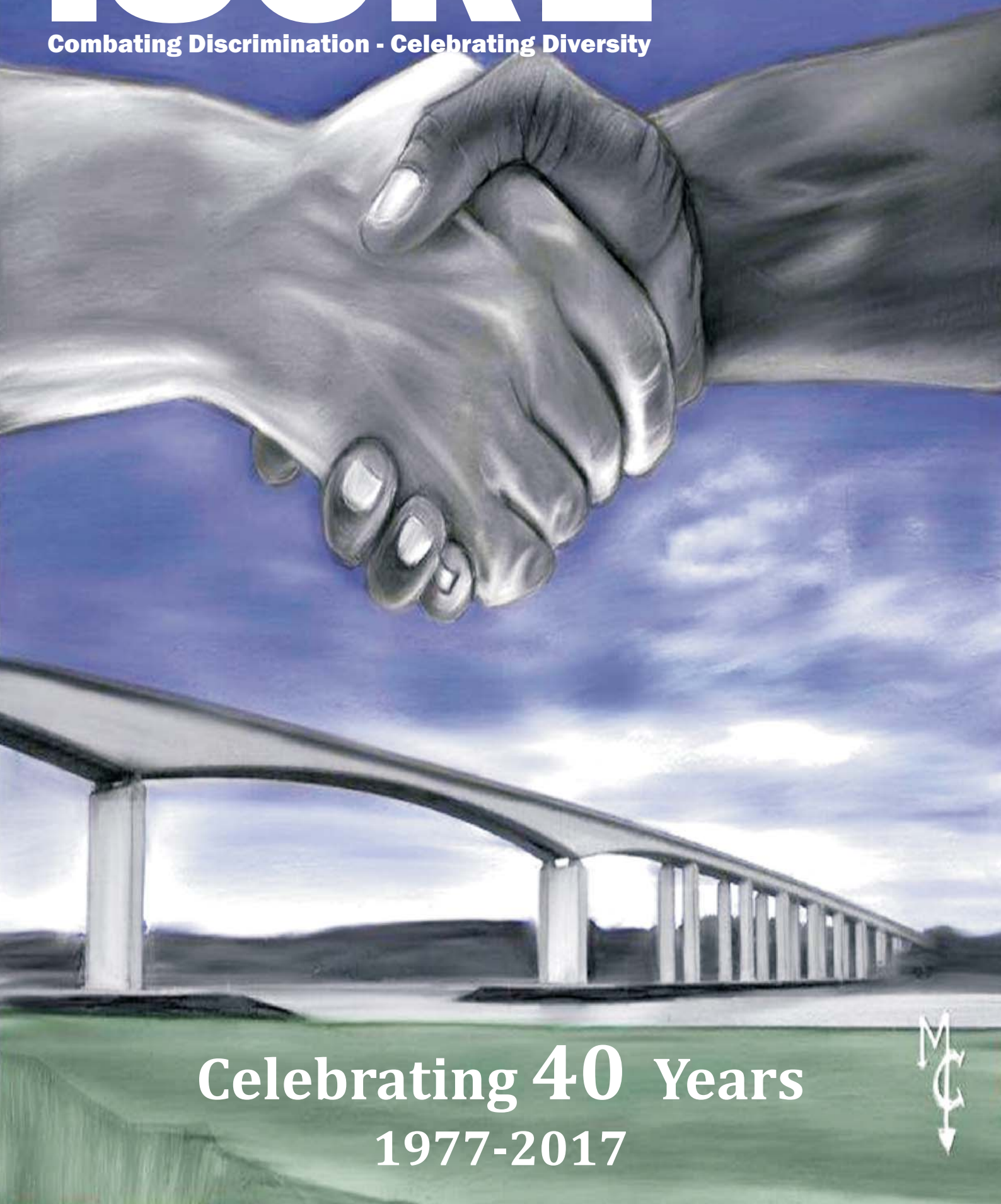


IMPACT REPORT 2016/2017

www.iscre.org.uk

ISCRE

Combating Discrimination - Celebrating Diversity



Celebrating 40 Years
1977-2017



Team



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Cllr Hamil Clarke MBE

Liz Pettmann

Roger Abbott

MP Sandy Martin

Daisy Weekes

Cllr Albert Grant OBE

We also have more than 80 volunteers, including law students, IT experts, admin support; members of the Stop and Search Reference Group, local lawyers, community champions and trustees.



Ipswich and Suffolk Council for Racial Equality

ISCRE (the Ipswich and Suffolk Council for Racial Equality) became a registered charity in 1996, having started in 1977 under the name 'Ipswich & District Committee for Community Relations'. In 1982 the name changed to 'Ipswich and District Community Relations Council' and again in 1987 to its present name, ISCRE.

The concept of diversity encompasses acceptance and respect.

Diversity means difference which can be many and varied in the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, national origin, culture, marital status, family structure, health, values, religious beliefs, political beliefs, or other ideologies.

Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but it recognises that their needs are met in different ways.

ISCRE'S main purpose is to work towards:

1. the elimination of unlawful discrimination on the grounds of people's race, sex, disability, age, marital and civil partnership status, pregnancy and maternity status, sexual orientation, gender reassignment, religion or belief.
2. promoting equality of opportunity and good relations between all persons and to advance and organise co-operation in the achievement of the aforesaid purposes.

We also help organisations, agencies and employers in the statutory, private and voluntary sectors, to understand the extent and nature of discrimination and inequality experienced by individuals and groups in fields such as the criminal justice system, housing, employment, education, health and social care. The aim is to encourage them to implement policies and practices which will eliminate discrimination and promote equality of opportunity, and good relations, between all persons.

A graphic consisting of three overlapping speech bubbles in purple, orange, and blue. The word 'ISCRE' is written in white, bold, sans-serif capital letters across the center of the bubbles.

ISCRE



Chairman's Report by Chris Cumberbatch



40 Years of ISCRE

2017 marks the 40th anniversary of the Ipswich and Suffolk Council for Racial Equality (ISCRE) and this is a good time to reflect on changes to the organisation over two generations.

We started out in the kitchens of Caribbean and Indian immigrants to the county who wanted to club

together to provide support to communities facing the same problems we all face; paying the bills and raising the kids, but made worse at times by a sense of alienation and not infrequent cases of prejudice.

We have evolved to becoming a nationally recognised charity in the fields of discrimination law, police complaint handling and prisoner integration, with a law advice centre offering free legal advice regardless of race or gender, and which benefits white citizens as much as any other.

This accounts for our longevity; when we started there were perhaps 40 organisations such as ours nationwide, now there are less than ten, and it is only by attracting national funding for local problems that we have been able to survive the inevitable cuts from cash strapped local authorities.

Suffolk has of course moved a long way since we started; diversity in our board rooms and schools has increased opportunities for all. But each generation faces its own challenges, and it is clear from the increase in hate crime since the Brexit vote (who would have thought that Polish police would need to patrol the streets of neighbouring Essex to reassure their citizens?) that there is a continued need for our work.

Many of the huge number of volunteer hours that we enable come from local solicitors, and we know by firm evidence that our work empowers people to stand up for themselves, get back into work or housing and contribute to this county.

One personal regret is that along the way our membership has not grown in line with our offering, and we are concerned to ensure that the next generation feels able to stand with us and be counted. If you would like to know more and consider membership, we want to hear from you.

The Year Under Review

The year 2016-17 has been a challenging one for community cohesion, as the public sector focus on achieving spending cuts continues, not to mention the continuing difficulties and divisions arising from the referendum on membership of the European Union.

Research carried out recently by the Charities Aid Foundation found that nearly 14 million people feel that their community is more divided than it was at the start of the year, whilst only 12% of people feel that a sense of community spirit in their local area is more noticeable.

Just 17% of people feel more positive about people in their local area than they did at the start of 2016.

This difficult social and economic climate places increased pressure on organisations like ISCRE, in our mandate to try to both bring communities together and help build a more resilient and inclusive Suffolk.

Our services remain inundated with requests for help and it takes weeks to get an appointment with one of our discrimination advisors or at one of our Law Advice Centre clinics. Of most concern perhaps for the future is that we are responding to more inquiries about prejudice related incidents in schools than ever before. All this is coming at a time when key support services from the Council and the Police have been scaled back or disbanded, like the Suffolk Hate Crime Service, the Suffolk Hate Crime Partnership and Suffolk Council's Equalities and Minority Ethnic Attainment team.

However, I am pleased to report that we have nonetheless managed to both maintain our existing services and to develop in our strategic areas, to include:

The Living Rights project, funded by the European Union, has been successful in encouraging the inclusion and participation of EU citizens living in Suffolk through delivery information activities to equip them, together with public officials, local politicians and policymakers, with clear, accessible and tailored information on their rights. The use of Community Champions and provision of immigration advice have resulted in us engaging with and supporting more people than anticipated.

Our work in prisons continues to develop for the recognized benefit of prisoners and prison staff alike. As more and more prisons struggle with high rates of violence, drug use, recidivism and staff retention, the internal focus has shifted from the rehabilitation programmes they are supposed to offer, as they are effectively compelled to put all resources on risk management. The work we do to increase prisoner voice and involvement in solutions to the above problems continues to be recognised as cutting edge at HMP Highpoint and Warren Hill and lately at HMP Wandsworth and HMPYOI Isis.

Suffolk in general and Ipswich in particular have recently seen rises in violent drug related criminal activity, which requires communities to work closer with Suffolk Police to tackle these issues. Our Stop and Search Reference Group aims to build better relationships between the police and members of the public through its sustained positive engagement work.

Finally, Suffolk remains a legal advice desert with no legal aid providers in public law, housing and asylum law. This means that even when people on low incomes are sufficiently aware of their rights to seek help, they have to travel out of the county to find that help, which can prove impossible. Last year our Tackling Discrimination in the East and Law Advice Centre helped over 500 clients, but more is needed. We are currently in the planning stages of setting up a Law Centre, to empower all people in Suffolk to gain equal access to justice, to challenge disadvantage and inequality, and to understand their legal rights, obligations and protections.

Community Voice Report

By Phanael Mutumbri



Reflecting on 40 years of supporting Suffolk's diverse communities, the work we do continues to be important because equality is the foundation of any fair society where each member has the opportunity to reach his full potential. At ISCRE we recognise that

some people may need more support than others in order to achieve their potential and we do not allow generalisations about particular groups.

Stop and Search

The public scrutiny work of the community led Stop and Search Reference Group to continues to be hailed by members of the public, in holding the police to account for the way they use stop and search powers. There has been a general downward trend in the use of stop and search without negatively impacting on the positive outcomes for the police. Since a peak of 420 average stop and searches per month in 2013/14, this has now reduced to an average of 130 per month in the last six months of 2016/17, with the number of stop and searches having remained below 200 per month for the last six months (October 2016 to March 2017).

The group encourages the police to use the learning from this engagement with communities impacted by the disproportional use of the powers to inform better policing. Comparison of the figures between the periods October 2015 – September 2016 and March 2016 – February 2017 shows that the percentage of people from BME backgrounds from all stops has declined from 16% to 11%, and the percentage being strip searched has dropped from 33% to 19%.

The public scrutiny work also takes into account the various operations by the police aimed at targeting the external supply of drugs into Suffolk.

Minority Ethnic Communities Action Network

We circulated 12 bi-monthly MECAN newsletters, each one reaching over 1000 recipients from a predominately Black and Minority Ethnic background, with information about current and new services, consultations, jobs, training and other opportunities. We continue to receive positive feedback from the communities benefitting from the information.

ISCRE is currently supporting parents and children to deal with prejudice related incidents in schools around the County. This includes providing cultural identity advice, signposting to existing services within community and statutory sectors, providing schools with equality and diversity support and helping the parents to challenge services that are failing. We are seeing more need for these services and we are looking at increasing our capacity to support communities in need.

We assist the University of Suffolk, Ipswich Borough Council and Suffolk Police with advice by sitting on their equality and diversity committees. We attended 10 meetings in the period under review.

ISCRE is supporting the incubation of a community group comprised of parents who are concerned by the rise in violent crime and drug use in and around Ipswich. The aim of the group is to provide cultural support to young people of African and Caribbean origin and to inform mainstream services when developing and implementing support services.

Destination Norwich Road

Together with various concerned partners we facilitated consultations with local BME business situated along Norwich Road and designed a plan to rejuvenate the area to improve community cohesion and increase footfall for the businesses from people of all backgrounds. A report has been produced to assist in highlighting the needs of the businesses and communities in the area.

Ipswich Integration Group

In collaboration with Ipswich Community Media, we supported a group of local migrants who themselves have established the Ipswich Integration Group. All members of the IIG were previously involved as participants in a local European Integration Fund project and they wished to continue working together to support the local migrant community.

We supported the group to deliver a series of ESOL and engagement workshops that empowered, upskilled and established sustainable social and activity groups that will be. They ran regular conversational English groups that focussed on embedding English in areas of interest – e.g. English for work or recreation.

The project was incredibly successful and over achieved in its targets: 178 migrants from disadvantaged communities completed English courses delivered by the Ipswich Integration Team. 100% demonstrated an improvement in their English and reported an improvement in their confidence. In addition to migrants benefitting from the ESOL courses many of the participants have gone on to volunteer in their communities and have been signed up as community champions to help support the integration and upskilling of those communities. Four workshops were delivered covering a wide range of health related topics and 100% of participants have demonstrated raised awareness of health issues.

One Community Cup

We organised a successful One Community Cup 5-a-side football tournament in partnership with the Suffolk Police, Bangladeshi Support Centre and Inspire Suffolk, which saw more than 100 players with backgrounds from 16 countries, from Bangladesh and Portugal, to Britain and Syria taking part at Goals Soccer Centre. The One Community Cup has gone from strength to strength with an increasing mix of different communities and nationalities taking part.

Community Centred Prison and Criminal Justice Work

By Keiran Manners

ISCRE have had a presence in some of Suffolk's prisons for over a decade and are proud of the relationship status and recognition we have developed during this time. Over the past three years, ISCRE's criminal justice work has come to the attention of both regional and national leads of HMPPS (Her Majesties Prison and Probation Service) formally NOMS (National Offender Management Service). During this period, ISCRE's work in this area of practice has contributed to the knowledge, evidence and future development of interventions and policy work with BAME people in custody.



As an external partner specialising in areas of equality, social inclusion and disproportionality, ISCRE has developed its reputation as an important regional think-tank addressing the rehabilitation needs of minority and hard to reach groups in custody.

ISCRE's CDO (Community Diversity Officer) Keiran Manners, continues to play a crucial role in developing the criminal justice work by bringing innovative ideas, direction, leadership and management to an ever-changing and complex area of civil-rights practice.

In doing so, ISCRE's expertise and wider services remain embedded in the core strategic delivery of the prisons ISCRE operates within.

Community Diversity Officer Current Practice:

During the period under review, we have continued to work with HMPPS and the University of Greenwich to deliver its innovative intervention work in prisons

nationally, where evidence has suggested that the outcomes experienced by prisoners from Black and Muslim backgrounds, can be improved through self-development and improved critical thinking skills. During this time, ISCRE has worked intensively in HMP Wandsworth and HMP/YOI ISIS, to develop initiatives aimed at reducing incidents of violence and control and restraint. The work is being evaluated by a expert team of academics led by Professor Darrick Jolliffe (University of Greenwich) and has been supported by mentor and motivational speaker Curtis Blanc (TisRespect).

Research indicates that Black Asian and Minority Ethnic (BAME) groups are significantly over-represented in prisons in England and Wales, and the last ten years has seen numbers continue to increase. In 2004 there were **17,045** BAME prisoners. This number has increased to **21,919** (MoJ, end of Dec 2016), accounting for approximately **26%** of the overall prison population. The general BAME population in the community in England and Wales was between **13% - 14%**.

Ethnicity breakdown in Prisons (Taken from snapshot data April 2017):

HMP Highpoint has a prisoner population of **1253**.

The ethnicity breakdown of the population is **42.6%** White British and **57.4%** from BAME (Black, Asian or Minority Ethnic) backgrounds.

The largest BAME group of prisoners were those from Black backgrounds (African/Caribbean/British) who made up **31%** of the overall population

HMP Warren Hill has a prisoner population of **246**.

The ethnicity breakdown of the population is **79.1%** White British and **20.9%** from BAME (Black, Asian or Minority Ethnic) backgrounds.

The largest BAME group of prisoners were those from Black backgrounds (African/Caribbean/British) who made up **9%** of the overall population.

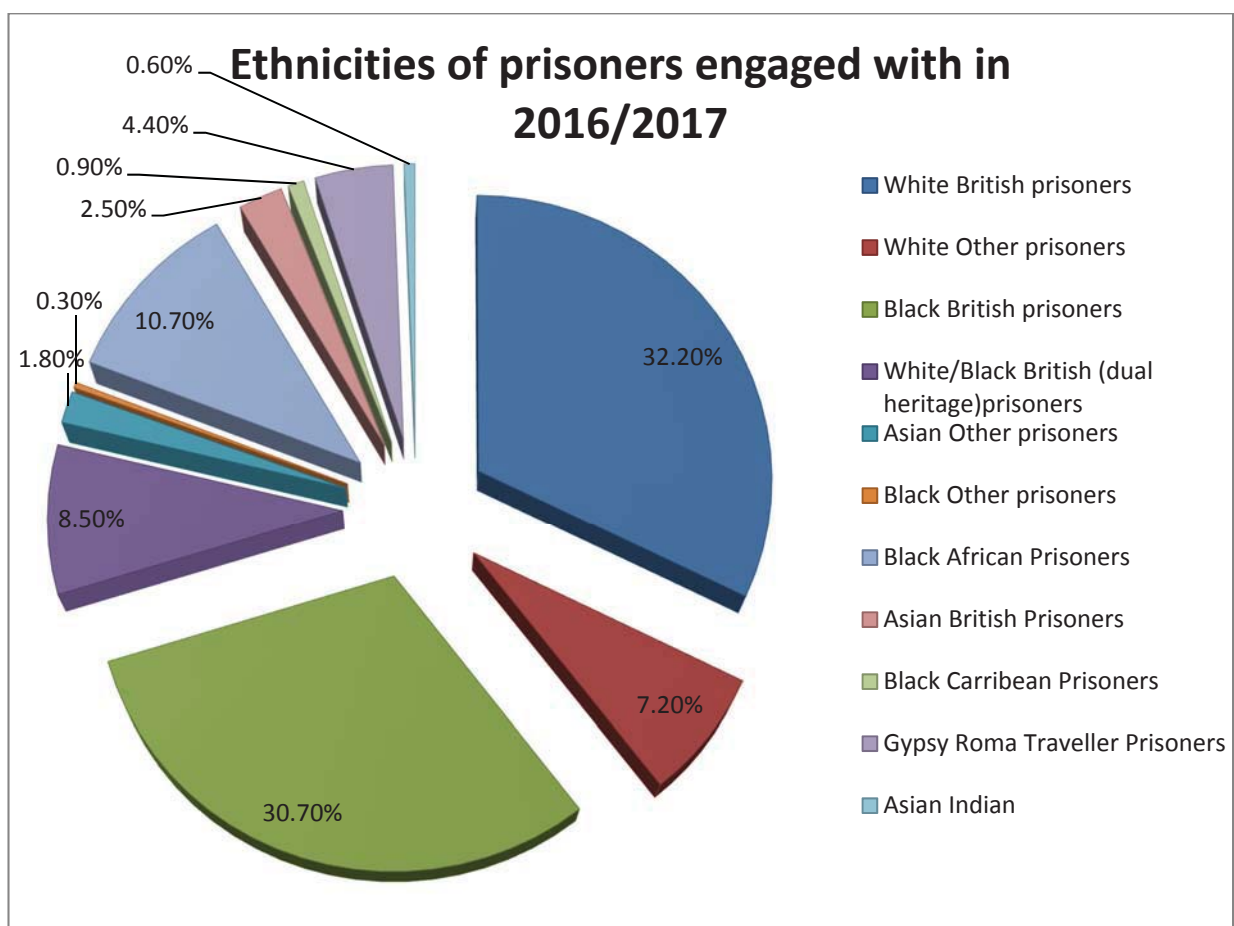
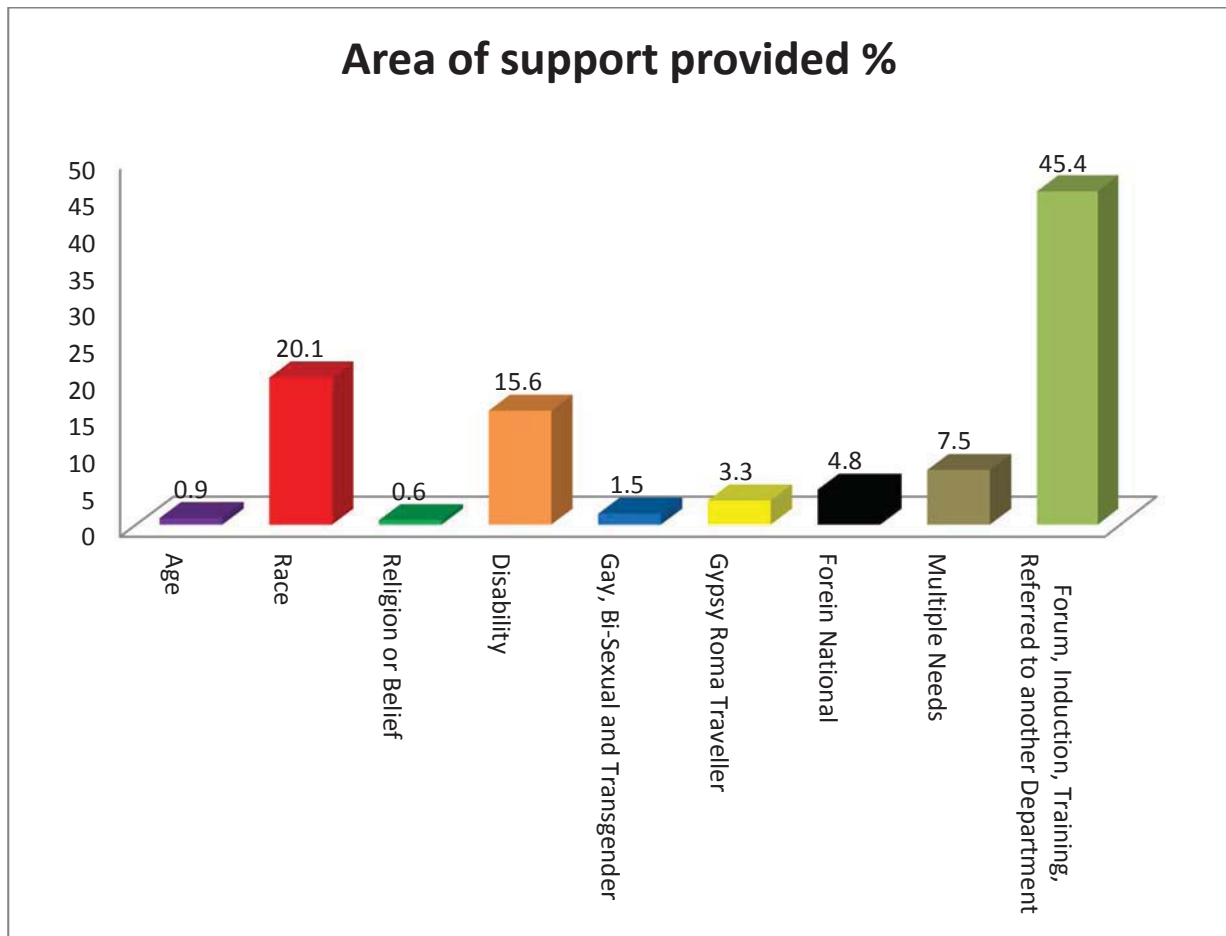
HMP Wandsworth has a prisoner population of **1586**.

The ethnicity breakdown of the population is **24.4%** White British and **75.6%** from BAME (Black, Asian or Minority Ethnic) backgrounds.

HMP ISIS has a prisoner population of **604**.

The ethnicity breakdown of the population is **24.8%** White British and **75.6%** from BAME (Black, Asian or Minority Ethnic) backgrounds.

Encounter Data Breakdown



Prison Reports

Prisoner Engagement in Core Prisons (HMP Highpoint and HMP Warren Hill):

The CDO spent a total of **141** days in the prisons during 2016-2017.

The CDO had **319** encounters with prisoners during 2016/2017.

HMP Highpoint = 170

HMP Warren Hill = 149

Training – HMP Highpoint, HMP Warren Hill, HMP Wandsworth, HMP ISIS:

- Trained **38** prisoners in equality, discrimination and hate crime 2016/2017.
- The CDO has begun delivering an Equality and Hate Crime module as part of an accredited course run at HMP Warren Hill known as the Diploma in Progression award. The first intake has seen 8 learners complete the module as part of the course.
- The CDO has begun delivering a staff focused Equality and Hate Crime workshop. The training session is aimed at both POELT (Prison Officer Entry Level Training) officers and existing staff in raising awareness, skills and confidence in managing Discrimination and Hate Crime related incidents in prison.

Interventions/Events:

- Community Resettlement –The CDO worked in collaboration with **3** prisoners and other agencies supporting them to resettle back into the community after leaving custody.
- The CDO provided references for 10 prisoners either going for their parole for release or for their progression onto a D-Cat prison establishment.
- The CDO remains in contact and supports one prisoner embarking on his resettlement back into the community.
- Worked with **25** prisoners during the NOMS intervention.
- Highpoint Cultural Awareness event with guest speaker Phaneul Mutumburi of ISCRE

Complaints:

The CDO reviews and audits the DIRF (Discrimination Incident Reporting Form) complaints systems at both HMP Highpoint and HMP Warren Hill. As part of this work, the CDO provides investigation guidance for every complaint that he reviews and also audits the standard of the completed investigation. The CDO audited a total of **70** complaints at HMP Highpoint and **36** complaints for HMP Warren Hill DIRF's during 2016/2017.

Impact feedback



- Lots of background information that helped me to see more clearly the way we need to report and challenge issues.
- Refreshing knowledge.
- I learnt how to witness hate crime and how to deal with it.
- It was good to refresh some of my knowledge and be updated with some of the changes around hate crime.
- I thoroughly enjoyed the course and I learnt some very important information today. I didn't realise that hate crimes were so prevalent in Suffolk.
- An enjoyable training session.
- Enjoyed the course/session. I recommend all staff to attend.
- Well pitched, interesting course, the tutor was very engaging and interesting. ”



ISCRE's Community Diversity Officer, Keiran Manners

Legal Services

By Audrey Ludwig



Tackling Discrimination in the East

- In 2016-17 we have delivered case work to 114 clients across all the Discrimination strands.
- We continue to provide outreach clinics in Haverhill, Lowestoft, and Norwich.
- We benefited from assistance of 15 volunteers, some from The University of Essex Law School undertaking 120 hours volunteering as part of their undergraduate degree. They, together with other lawyers and graduates provided 1,400 hours of volunteering for DE.
- We developed and delivered a Family Friendly Rights workshop to 20 people to raise awareness of unlawful discrimination and boosting self confidence to effectively challenge it.
- We are funded to provide feedback from an equality and diversity perspective on policies of Suffolk Police and sit on Ipswich Borough Council Equality Panel
- We have been developing bespoke training on discrimination and human rights to be delivered in schools and to groups of people with disabilities over the coming 2 years
- With Ipswich CAB, following the success of the previous 3Ds leaflet on JSA, we are developing a further leaflet regarding the right to disability related reasonable adjustments in the claiming of Universal Credit to be launched in September 2017.

Suffolk Law Advice Centre

- We now have 74 local legal professionals as volunteers providing both general clinics and specialist free legal advice clinics in family, immigration, housing, personal injury, employment, insolvency and sometimes criminal law.
- We helped 421 clients (a 47% increase from 2016-17) providing researched legal advice during 420 legal advice sessions
- In April 2016 we started a pilot 'form filling clinic' for certain family law applications: 61 clients received advice.

Living Rights Project

- We are the regional delivery partner for an EU funded project headed by Law Centres Network
- It is designed to make EU migrants aware of their legal rights and where to seek advice and support
- Has met all of its targets six months ahead of its project end date in November 2017.
- Over the whole project (December 2015 to date) we delivered awareness raising workshops for over 130 EU citizens awareness raising workshops for over 100 public officials and third sector workers. We provided individual advice and information to over 240 EU citizens.

Tackling Discrimination In the East

Our discrimination law project [Tackling Discrimination in the East \(TDE\)](#) provides free legal advice and assistance to anyone experiencing unlawful discrimination whilst living, working or visiting Suffolk (and to a lesser extent Norfolk).

The year has been a rollercoaster for us, but we have emerged stronger.

In April 2016, we were in a financially tricky position: our three year funding from Big Lottery Fund had just ended and we were looking at several months before the application for continued funding would be considered.

For the previous 3 years, TDE had been a very successful project that exceeded projected numbers. Over that time, we had helped 680 clients with discrimination law advice and had undertaken an ambitious programme of awareness raising workshops to businesses, service providers and people vulnerable to discrimination.

Our charity's Trustees had faith that our application to the Lottery would be successful, so allowed us to continue with a reduced service for several months, using up some of our precious reserves. However, we still needed to bring in some more funds to give us confidence during the anxious waiting period.

I had seen how crowdfunding works brilliantly in support of cases, so I approached 'CrowdJustice', a crowdfunding platform for public interest law, to see if it would also work for legal projects. They were extremely supportive. They found us a corporate sponsor, [Balance Legal Capital LLP](#), who gave us a large donation. We utilised our contacts lists of local law firms, volunteers, members and followers on social media and wrote to them several times over the course of a month., we raised £3,845 from donations from as far away as Texas and Germany, and raised the profile of the organisation and project significantly. This really boosted the morale of project staff and, I believe, contributed to them staying with us, despite the possibility of redundancy. In August, we were able to announce officially that we had been awarded £349,033 by the Big Lottery Fund.

In September, at our AGM we launched the new 3 year project. Once again, at its core is casework. Over the coming years, until August 2019, **TDE** aims to:

- Help at least a further 700 clients facing discrimination
- Expand its network of clinics (to include one in Thetford)
- Increase its ability to deal with pregnancy discrimination cases by running awareness-raising campaigns
- Extend its remit to cover a number of cases of low-paid worker exploitation. Already, we have been able to assist some cleaners who were not paid all their wages and some victims of modern slavery.
- Deliver five specialist workshops for people with disabilities on accessing services.
- Roll out a workshop programme for secondary schools called '3 H's project' - standing for Hate crime, Harassment and Human rights. We are very lucky to have Sharon O'Donnell who is our Schools Liaison Volunteer to work on this.



TDE team

We retained, not just Letha Evelyn as Information Officer, but also Sallie Davies and Jonathan Parratt as job-share Discrimination Legal Advisors. Sadly, Sallie decided she wanted to focus all her efforts on immigration law, so she left us in March 2017. Luckily, we retain her invaluable presence as an LAC volunteer, contributor to the Living Rights Project and supporter of our proposed Suffolk Law Centre.

We retained, recruited and trained 15 legal and administrative volunteers, whose volunteering totalled more than 1388 hours this year. Our current crop - Oliver, Sharon, David and Alex have been excellent.

With the kind help of North East Suffolk CAB and Suffolk West CAB we held outreach clinics monthly at Lowestoft and Haverhill respectively. Separately from lottery funding we held monthly outreach in Norwich using a small contribution from Norfolk Community Law Service to whom we give thanks. These outreach clinics have meant that we are really a county-wide service and more.

More than 20 local charities and agencies worked collaboratively with us and referred clients to us including, Ipswich CAB, Voicability, ACE, AgeUK Suffolk, YMCA Housing, Ipswich DAB, DIAL Lowestoft, One Voice 4 Travellers, the office of Ben Gummer MP and Anglia Care Trust. Many of our clients came through word of mouth recommendations from previous clients.

Most of our clients told us that the help we gave then meant they felt more aware of their rights, more confident and it improved their mental wellbeing – this is whether they were successful in their case or not.

Our clients are, on the whole, the working poor. They are security guards, nursery nurses, in food factories, care homes, drivers and cleaners. The gender mix in 2016-17 has been 60% female. Over half have a disability, many due to mental health problems such as depression and anxiety. About half are white

British; the remaining half are from minority ethnic communities, whether long established here or new migrants from Poland, Portugal and the Baltic States.

This year we have assisted 114 people to tackle discrimination across a range of areas: nearly a quarter of cases have involved employment discrimination experienced by people with disabilities.

In collaboration with Pippa Banham at Ipswich CAB, we have been researching, drafting and consulting on a new “3Ds” leaflet on disability related reasonable adjustments when claiming universal credit; we are planning to launch this leaflet at the ISCRE AGM on 19th September 2017 (to coincide with the rollout of Universal Credit in many parts of Suffolk).

We have also been planning workshops to raise awareness of rights. Thanks to a grant from Ipswich Borough Council North East Committee, we organised a “Pregnancy and Maternity Discrimination” workshop on 24th March 2017. We express our gratitude to the excellent speakers: Sam Smethers from Fawcett Society, Joely Brierley from Pregnant then Screwed and Mike Lavender, Environmental Health Officer (Occupational Health) Ipswich Borough Council.



Mike Lavender from Ipswich Borough Council at the ‘Pregnancy and Maternity Discrimination’ workshop 24/03/2017

Tackling Discrimination in the East



114 clients advised



**26%
suffered
Disability
Discrimination**

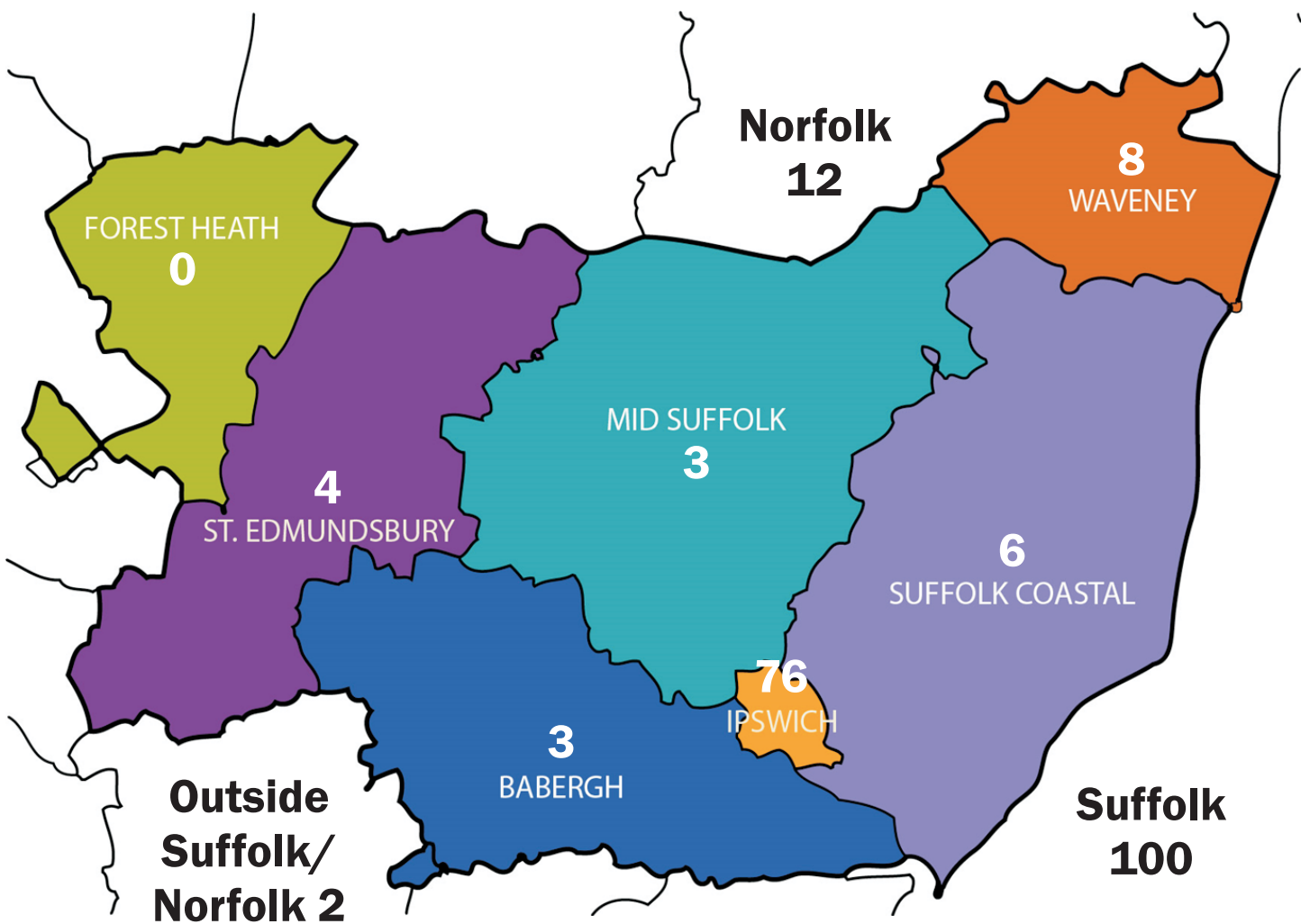
**Over 40% suffered
discrimination
based on race or
religious belief**



LOTTERY FUNDED



**15 legal
volunteers
1388 hours**



Case Studies

Sept 2016 - Feb 2017

Mr. A

Tackling Discrimination in the East assisted Mr A after his employer failed to make reasonable adjustments to accommodate his Asperger's Syndrome. TDE give him detailed advice and commenced the early conciliation process. We also negotiated a confidential settlement of £3750. The client was thrilled with this outcome, and has used the money to buy himself a "whole new wardrobe" and given him greater confidence.

Ms. S

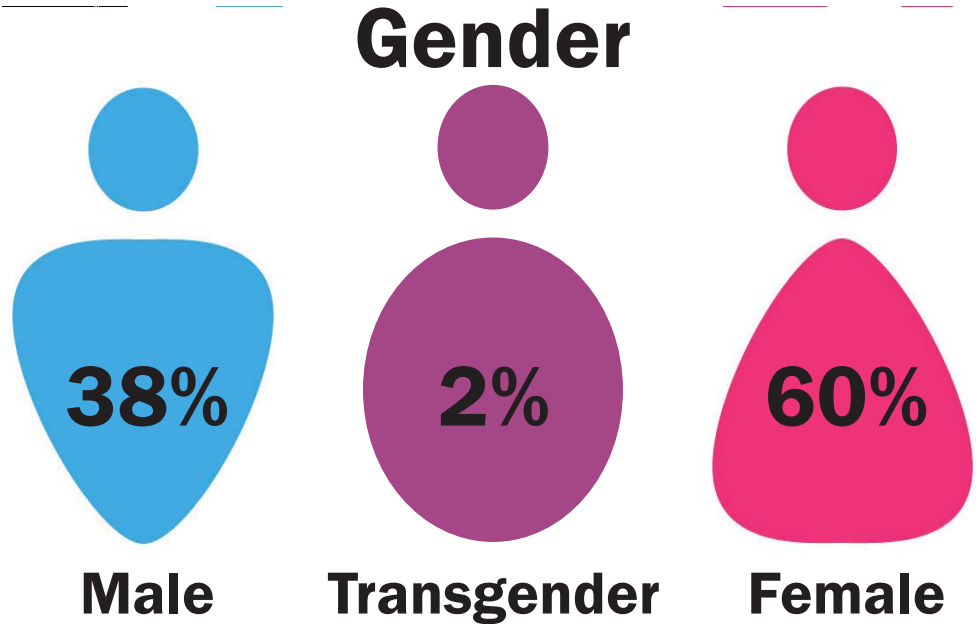
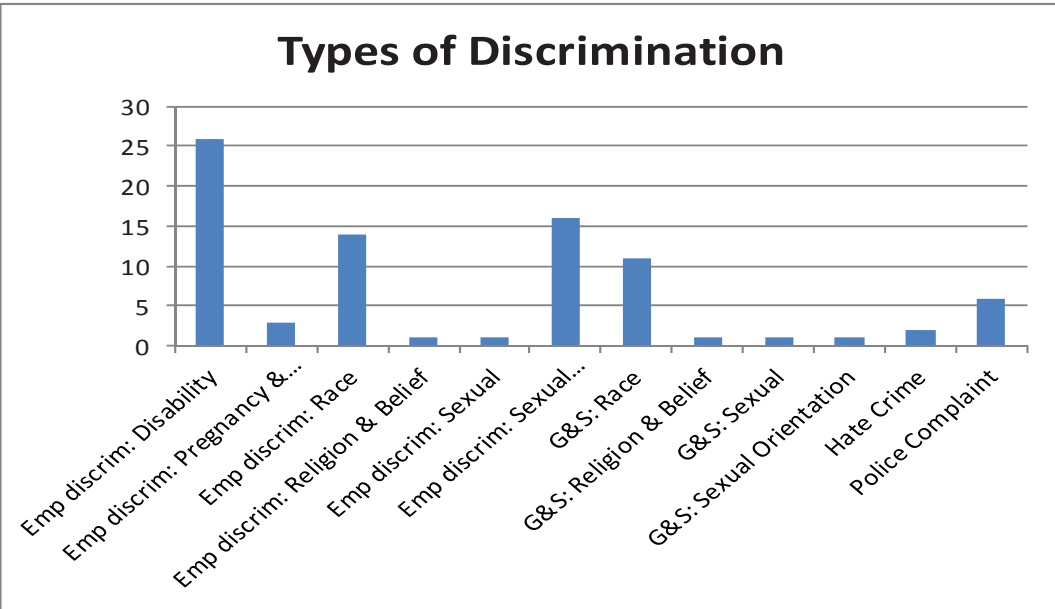
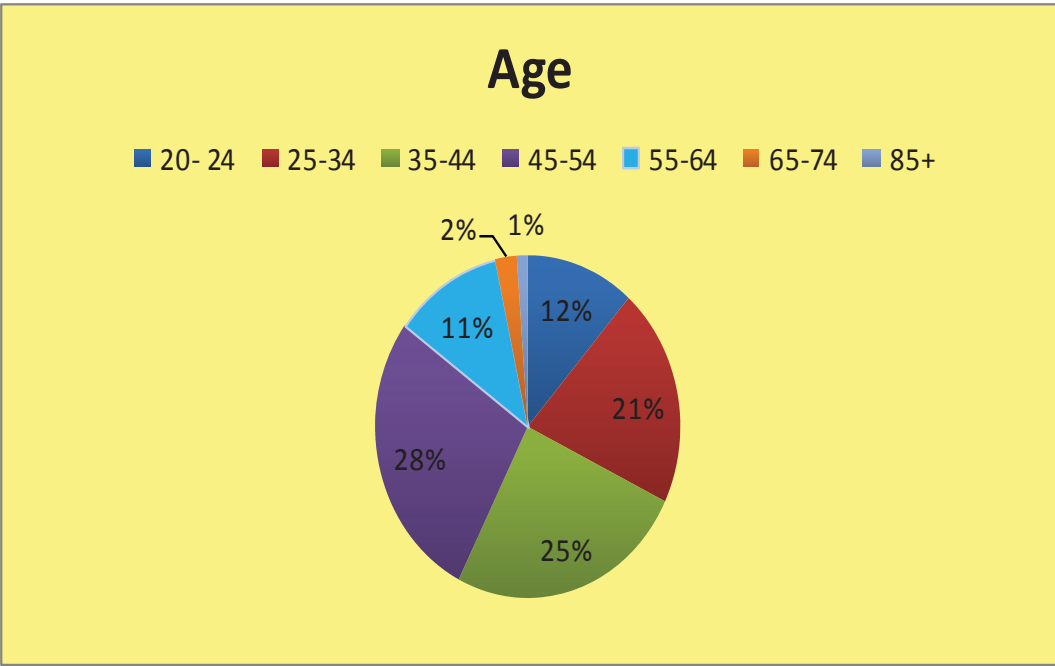
Ms S was suffering with cancer, and after having some time off she returned to a position she had held for many years. She was suspended following a conversation with her line manager, who failed to recognise the effects of her condition. Tackling Discrimination in the East assisted her with advice on her rights and how to start the early conciliation process. We achieved a settlement for the client of approximately £30,000. Her employer also agreed to continue her private health insurance policy for a period, which was of particularly importance to the client.

Mr. B

TDE provided ongoing assistance to a British Caribbean client, with significant mental health difficulties who has his mobile phone retained by the police. Our assistance was successful, and the client has his mobile phone returned to him after a period of almost two years. This removed a cause of significant stress for the client.

Ms. Y

Tackling Discrimination in the East met with the client to advise her with regards to a discriminatory element in disciplinary proceedings being taken against her. Following TDE's advice, the client proceeded to successfully represent herself at the disciplinary hearing and was cleared of all charges. This was an excellent result for the client, who was able to retain her position and salary of £38,000.



Suffolk Law Advice Centre Impact Report

By Audrey Ludwig and Sumaiyah Jeelani



Audrey Ludwig, Director of
Legal Services



Sumaiyah Jeelani, LAC
Triage Officer

This year the Suffolk Law Advice Centre (LAC) has had a year of successes and difficulties.

We are in the first year of funding from Tudor Trust who gave us £81000 over a year period to cover some core costs. We are very much indebted to them for their generosity and cooperation throughout the year.

After a long illness Ann Barber left us in January 2017. As Law Advice Centre Officer from 2013-17, she contributed greatly to the success (organisational, funding and development) of the Law Advice Centre and we wish her well going forward.

For much of Ann's sickness absence Sumaiyah Jeelani undertook some of her responsibilities, in addition to being receptionist, for which we give her thanks. In April 2017, we decided to reorganise various roles and appointed her Triage Officer. She has ensured everything runs very smoothly.

The service allows everyone, living or working in Suffolk, to access 30 minutes free researched legal advice by prior appointment, mostly on Thursday evenings at ISCRE's office or by telephone. We now run an average of 44 sessions per month.

We now have **70 local legal professionals as volunteers (not including supervision)**; providing both general clinics and specialist clinics in family, immigration, housing, personal injury, employment, insolvency and sometimes criminal law.

We are immensely grateful to the local legal firms who support us:

Ashtons Legal; Attwells; Bates Wells Braithwaite; Birketts; East Anglian Chambers; Eversheds; Goodwin Cowley; Fairweather Stephenson; Immigration Legal Services; Prettys; Gotelees; Jackamans; Kerseys; Fenners Chambers and Marshall Hatchick.

Since September 2015, in partnership with IHAG, we have been running a money advice surgery, every second Tuesday in our offices for benefits and debt advice. This year 26 clients were assisted with their debt/benefit issues

- **In April we started a pilot 'form filling clinic'** for certain family law applications. The legal volunteer has been fully booked, providing advice every Tuesday and Thursday between 10am -12pm and from September 2016 added an additional session on Thursday from 12:45 – 2:45 pm. From April 2016 until 30th March 2017, **61** clients have received advice. The clinic is fully booked until end May 2017.

- The Form Filling clinic is able to offer clients two hour appointments, which enables our Legal Volunteer to advise and assist clients in four ways:
 - Advise on the merits of a client's case
 - Inform about the factors a Court takes into account when considering Children Act Applications
 - Assist with the completion of court application forms
 - Advise on the court process

Awareness raising

To make people aware of our legal service, we have promoted it widely by speaking on local radio, issuing press releases, attending speaking engagements and giving talks to a variety of other advice organisations.

Clients Helped

Between 1 April 2016 and 31 March 2017 **we helped 421 clients (up from 286 last year)** and provided researched legal advice during **420 legal advice sessions (up from 346 in 2015-16)**.

Many of our clients came from vulnerable or disadvantaged groups in our community. About one third reported a disability whilst 67.5% reported a monthly income of less than £1000. 47% come from minority-ethnic communities. Most of our clients were from Ipswich; with 42 coming from the other districts/boroughs and 8 from outside Suffolk. We are now exploring new methods to help us better reach our more rural communities, such as by video link.

Our most popular clinics are still family and employment; though this has been joined by immigration. Fortunately, we have had our registration with the Immigration Commissioner renewed for a further 12 months.

We continue to provide a free interpreter service, ensuring that reliable legal advice is given and understood.

Impact of Service

Clients have said that this service is very useful and they are extremely happy with the service offered: 77.3 % said they were now more aware of their rights and responsibilities, while 54.5% said that they understand better how the legal system works for them and 50% of clients said they are confident that they can deal with their problems. However, only 31.8% of clients said that they are more able to improve their situation without outside help. This indicates that there are lot of people who need more help with their situation than the half hour we can provide. In the circumstances, this figure supports the need to extend our "casework", which we currently only provide in discrimination cases.

From comments made by clients of the form filling clinic, we are sure that without the help of the clinic, many of them would have found the application forms and court process overwhelming and prohibitive, and would not have made an application to court. For example, several have simply not been able to read well enough to understand the forms or correspondence, whilst others suffer from mental illness, and without support, would not have made applications to the court. We are very keen to continue the clinic and are trying to recruit a second volunteer.

Suffolk Law Advice Centre

April 2016 - March 2017

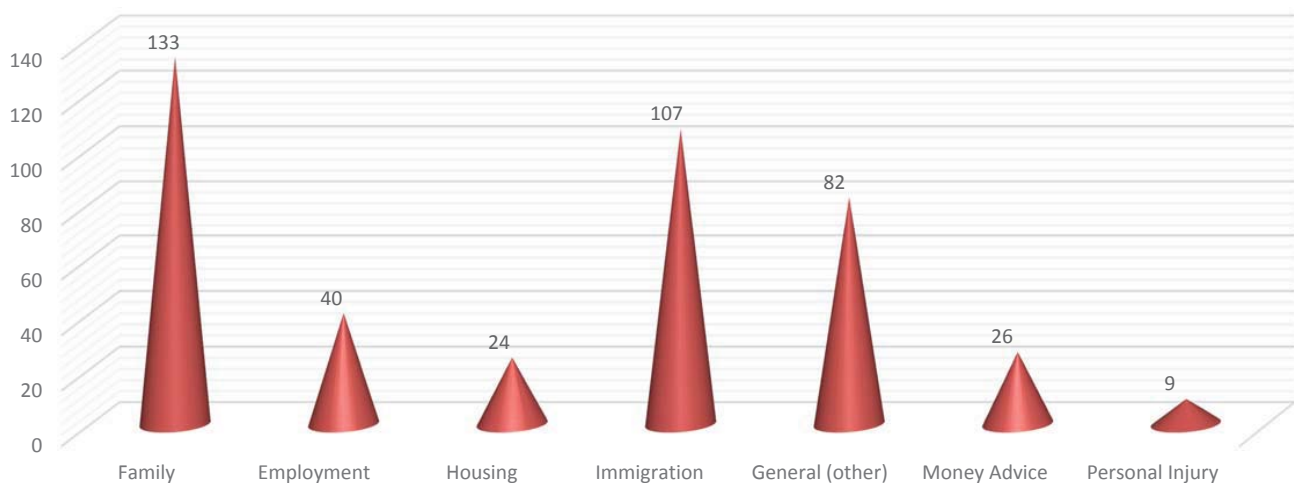
- **Volunteers** Current volunteers **71** (plus Gotelee Supervisors), plus one pending
- **Advice** Average of **44** sessions per month: **8** general sessions [30 mins]; **6-8** employment sessions [30 mins]; **3** personal injury sessions [30 mins]; **3** housing sessions [30mins]; **6-8** family sessions [30 mins] **4** immigration sessions [30 mins] and **12** form filling family sessions (2 hours each)



- **In April we started a pilot 'form filling clinic'** for certain family law applications. The legal volunteer has been fully booked, providing advice every Tuesday and Thursday between 10am - 12pm and from September 2016 added an additional session on Thursday from 12:45 – 2:45 pm. From April 2016 until 30th March 2017, **61** clients have received advice. The clinic is fully booked until end May 2017.
- The Form Filling clinic is able to offer clients two hour appointments, which enables our Legal Volunteer to advise and assist clients in four ways:
 - Advise on the merits of a client's case
 - Inform about the factors a Court takes into account when considering Children Act Applications
 - Assist with the completion of court application forms
 - Advise on the court process
- From September 2016, we have arranged additional **Immigration sessions** to advise European Clients. **7** sessions have been held, with **47** clients advised to date. Fully booked for April 2017 (**8** clients)
- Waiting lists remain at 4 weeks – more for family / immigration cases.
- One volunteer gave a whole day and advised **7** clients (family clinic) on 14/4/16 and a second advised for a full day (**8** clients – family clinic) on 3rd August 2016.
- Running **Money Advice Surgeries**, every second Tuesday, afternoons 3 – 4:30pm. (**3 – 4** clients) at our offices, by IHAG for benefits and debt advice. **26** clients to date.
- **OISC** - application for continued registration for Immigration services has been approved.
- Our Immigration Volunteers – one is Level 2 / one is Level 3 (we are currently fundraising for training for two level 1 (lowest level) OISC volunteers to free up our higher level volunteers for more complex work.

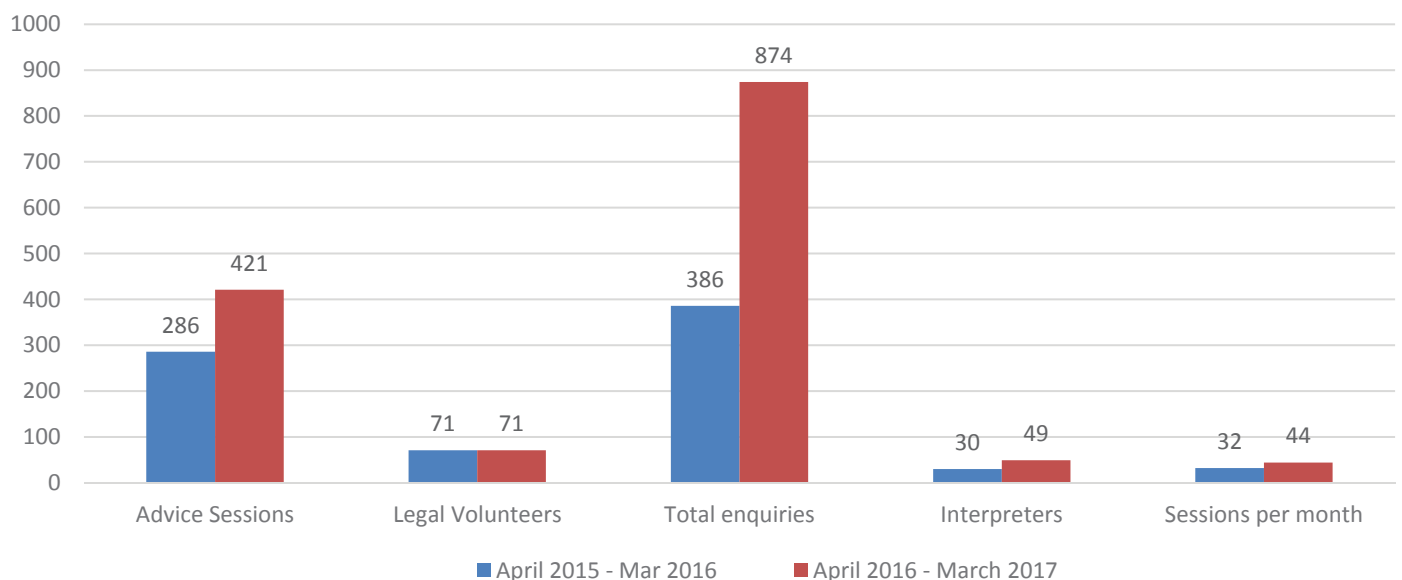
- Arranged additional sessions for National Pro Bono Week – Pretty's Solicitors – Nov 2016
- We had **874** Initial enquires, out of which **421** clients were seen at advice sessions, where clients obtained one to one advice for their specific legal issue. Most of these were face to face, but some telephone advice was provided where clients found this easier.
- We signposted **184** clients internally and externally (reasons being: out of Suffolk, urgent immigration, money advice, criminal, court representation, eviction, police complaint, urgent advice needed and discrimination)
- Remainder included: initial advice / no shows at clinic / cancellations before appointment date **immigration, money advice, criminal, court representation, eviction, police complaint, urgent advice needed and discrimination)**
- Remainder included: initial advice / no shows at clinic / cancellations before appointment date

Areas of Law Covered



COMPARISON between 2015-16 and 2016-17

COMPARISON



“

Client Feedback

I am very well looked after and my advisor is very nice. She gave me good information on how to deal with my case. Thank you.

Extremely useful to be able to talk to someone about immigration issues instead of staring at the internet all day.

I was very worried about coming into this but after sitting down and having things explained and which direction to go in I felt far more confident at what my next step should be.

From our initial welcome to subsequent phone call and the knowledge of the immigration lawyer made us feel in very safe hands. Thank you.

All the members of the staff are very great good people and a good adviser for public. 100% happy with everybody and the organisation.

I did not have a clue when I went into council but Mr Howard was very helpful and explained what I had to do.

The service is very helpful. The advisor is very good and I am well informed. Thanks for your help.

All the members of the staff are very great, good people and a good adviser for public. 100% happy with everybody and the organisation.

I found it incredibly helpful - it really helped me to understand my options, and I already feel slightly less stressed - so thank you!

I have been very impressed with the professionalism of all the people I have dealt with.

Excellent found out more than expected. Very friendly.

This is such an emotional and stressful time. I don't know how I could have done this without this help.

Clear helpful advice with good signposting for how we should proceed.

Although the advice is not what I hoped to hear, it was clear and I now know what I can and can't do. This has helped in a very difficult situation that has caused me a lot of distress. I was unable to get any advice anywhere else.

I am very grateful the advice I received today, it was very helpful and pointed me in the right direction for representing myself.

- 97.5% of clients were happy with the service

”

Living Rights Project

This project has provided timely and vital advice and support to EU citizens living in the UK, helping them to get advice about their rights in the UK, and also helping them to feel more confident in knowing where to get help and information. The Brexit referendum has meant a huge increase in requests for advice and information about the rights that EU citizens have to live and work in the UK, and this project has enabled us to meet some of that demand.

When the project started in December 2015, none of us knew what lay ahead in the political world. Our close working relationship with the Law Centres Network, who are the project lead for this EU funded project, has enabled us to be flexible and adapt our project work to respond to the needs of EU citizens in Suffolk and Norfolk.

By June 2017 we successfully met and exceeded all the targets for our project activities, even though the project ends in November 2017. We delivered awareness raising workshops for over 130 EU citizens (example feedback: "I loved, really useful"), and awareness raising workshops for over 100 public officials and third sector workers. We provided individual advice and information to over 240 EU citizens. We organized a series of immigration clinics, in response to the demand for advice on Brexit and residency. We would like to thank Sallie Davies for her enormous help with these clinics, which have been hugely popular. We are working with the Law Centre Network so that we can continue to provide these monthly clinics through to November.

With New Europeans, we organized, publicised and held a very successful civic participation event about the impact of Brexit, on 1st February 2017. Nearly 100 people attended. The popularity and very smooth organisation of this event was down to the skills of Sue Wardell. We believe that the high turnout was also in part due to the hard work of our Community Champion Coordinator, Prachi Katdare, and our long standing strong links with our local European communities. We would like to thank all our Community Champions, who have been

invaluable in helping us to promote the project and to respond to the needs of our local communities.

One of the reasons that this project has been so successful is the creation of an innovative Community Champion Coordinator role. The way that Prachi has carried out her role, with grace and immense dedication, has helped us to maintain strong positive ongoing links with local organisations who work with EU citizens. We are unique in the project partners in having such a role, and it has been so successful that the Law Centres Network have made this a required element for all project partners in future. We also worked closely with ICM and other ESOL providers such as West Suffolk College to hold workshops as they were able to offer a safe and trusted space for EU citizens to ask questions and discuss issues.

We are confident that the early successes in working towards our project targets, were due to the hard work of Ann Barber as Project Officer. We recruited a temporary project officer in November 2016 so that we could continue the project activities as smoothly as possible.

We are delighted that the Law Centres Network have asked us to be part of their application to the EU for a new Living Rights project, so that we can continue this important work.



'What's Next for EU Citizens?' Event on 1/02/2017

IPSWICH & SUFFOLK COUNCIL FOR RACIAL EQUALITY
(A Company Limited By Guarantee)

Independent examiner's report to the Members of Ipswich & Suffolk Council for Racial Equality

I report on the accounts of the Ipswich & Suffolk Council for Racial Equality for the year ended 31 March 2017, which are set out on pages 7 to 16.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charity's Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act.
- to follow the procedures laid down in the general Direction given by the Charity Commission under section 145(5) (b) of the 2011 Act.
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

- 1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting requirements of the section 396 of the Companies Act 2006 and with the methods and principles of Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
- 2) to which in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

CL Bassett FCA DChA
IZOD BASSETT
Chartered Accountants
105 High Street
Needham Market
Suffolk IP6 8DQ

3 August 2017

IPSWICH & SUFFOLK COUNCIL FOR RACIAL EQUALITY
(A Company Limited By Guarantee)

Statement of Financial Activities (including Income and Expenditure account)
for the year ended 31 March 2017

	Note	Unrestricted Funds £	Restricted Funds £	2017 Total £	2016 Total £ (note 2)
Income from:					
Grants and donations	3	28,477	4,000	32,477	31,471
Membership		239	-	239	217
Fundraising activities		-	1,539	1,539	4,667
Charitable activities:					
Grants and contracts	3	8,048	184,445	192,493	254,425
Other income		4,496	-	4,496	3,382
Investment income		359	-	359	550
Total income		41,619	189,984	231,603	294,712
Expenditure on:					
Charitable activities	4				
Promotion of racial equality and elimination of discrimination		35,755	208,394	244,149	249,711
Total expenditure		35,755	208,394	244,159	249,711
Net income/(expenditure)	6	5,864	(18,410)	(12,546)	45,001
Transfer between funds		1,628	(1,628)	-	-
Funds brought forward		196,523	88,235	284,758	239,757
Funds carried forward		204,015	68,197	272,212	284,758

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities. An analysis by fund of the comparative figures for 2016 is shown in note 2.

IPSWICH & SUFFOLK COUNCIL FOR RACIAL EQUALITY
(A Company Limited By Guarantee)

Balance sheet at 31 March 2017

	Note	2017	2016
		£	£
Fixed Assets			
Tangible assets	7	4,021	1,268
Current assets			
Debtors	8	15,634	8,323
Cash at bank and in hand		272,228	294,194
		287,862	302,517
Creditors: amounts falling due within one year	9	(19,671)	(19,027)
Net current assets		268,191	283,490
Net assets	10	272,212	284,758
Unrestricted funds			
General fund		174,432	145,507
Designated funds	11	29,583	51,016
		204,015	196,523
Restricted funds	12	68,197	88,235
		272,212	284,758

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'.

The financial statements were approved by the board of trustees on 3 August 2017 and signed on its behalf by

C Cumberbatch
Trustee

Company registered no: 04616709

The notes on pages 9 to 16 form part of these financial statements.

40 Years of ISCRE



Forty years ago this year a group of determined people came together to fight racism and injustice in Suffolk.

ISCRE – the Ipswich and Suffolk Council for Racial Equality - was born.

Today, as they reunite to mark the anniversary, the founder members tell their own thought-provoking stories.

Britain began to change in the 1950s.

Post war migration brought people of different colours and creeds to all corners of the UK and Ipswich was no exception. But the welcome wasn't always warm to those searching for a new life and new opportunities.

Albert Grant came from Barbados to Ipswich in 1955, he was among the first groups people of Black Caribbean heritage to come to the town.

He said: "At that time there were problems getting housing. You could get a job but nowhere to live.

"Jobs for black people were usually menial and I started as a forklift truck driver."

Today Albert is one of Ipswich's most respected citizens serving as a borough councillor for 26 years and serving as Mayor of Ipswich in the mid 1990s.

He is also a founder of the Ipswich Caribbean Association and was awarded the OBE for his work in promoting community relations in the town.

He said: "Back in the 1960s and 1970s there was still lots of discrimination. This was mainly based on colour, you were either black, white or brown."

He said he found getting a mortgage very difficult simply because of his colour.



In the late 1970s Albert became a founder member of ISCRE.

He said: "Progress has been made since then but not to the extent we envisaged for hoped for. We still have work to do. There is still underlying racism that needs to be tackled."

Dr Sushil Soni came to the town in 1967. He said: "I worked at the county record office. I faced a lot of discrimination at work and personally. I remember my coat was slashed once at work and the police were called.

"In the mid 1970s I felt that the Indian community was becoming larger and there was a need for an organisation that would be able to promote better understanding with the host community and offer support to face the challenges the Indian community encountered. We had a public meeting and set up the Ipswich and Suffolk Indian Association which is still going."



Dr Soni said the association was approached in 1976 to come to a public meeting at which ISCRE was formed.

He added: "In the last 40 years the situation has improved but not that much."

Pam Littlejohn was also among the founder members of ISCRE and she paid tribute to fellow founder member **Harold Mangar**, who went on to be the first person of ethnic origin to become Chairman of Suffolk County Council in 2002.

Pam said: "All my life I have fought inequality and prejudice and in the 1970s I was involved in an anti-apartheid group.

"When ISCRE started we used to meet in my kitchen and I remember my son was in a high chair. At that time the





National Front was quite strong in Ipswich and we would get racists letters and postcards through our letterboxes. "I am very proud of what ISCRE has achieved over the last forty years."

For **Jayanti Patel** it was a similar story.

He said: "I came to the UK from Kenya in 1968 and I worked as an insurance accountant for GRE in London and then moved to Ipswich. You took racism for granted, I grew up in Kenya which was under colonial rule and the white man was the boss. I remember going for a job where they made me wait for two hours. I said I was going to go if no one was going to see me and I was eventually called in to be interviewed. He started by saying "So you think you are something special?"."

Mr Patel said he also struggled to buy a house with one seller pulling out for no reason.

He said: "People and institutions said they weren't racist but they were. We found a second house we liked but the seller changed his mind because the people in the street thought the value of their homes would fall if we moved in."

Eventually Mr Patel said he had to ask for the help of a third party – a white man - in order to buy a house.

He added: "I think progress has been made since then and there is less institutional racism."

Hamil Clarke, another former Mayor of Ipswich, was also among those there at the beginning of ISCRE.

He said: "When ISCRE started our aim was to eliminate racial discrimination and we would like to think we have made some progress but racism hasn't gone away. In some ways it has gone underground."

"When I came to Ipswich from Barbados in 1960 I didn't face the problem of housing as I was able to move in with my sister who was already here. But I do remember being stopped by the police a couple of times. I used to make a point of not running if I saw a police car as they would stop a black man who was running. When I was stopped I was questioned and asked for identification and the police officer called the station to find out if I was a wanted man. Then he followed me home in his car at walking pace until I got to my front door. That incident galvanised my thinking and I got involved with the foundation of ISCRE."

Mr Clarke added: "I am proud of what we have achieved and that there hasn't been really any violence over the last 40 years. We have worked very hard to foster good race relations, particularly with the police. Our aim is still to create an equal society but we are a long way from that."

British Guyana-born **Harold Mangar**, whose father was Caribbean Asian and whose mother was Eurasian, was raised in the South American former colony, moving to Ipswich in 1955.

He started work at Reavells in Ipswich, and later studied at the London School of Economics, gaining a certificate in industrial relations and trade union law.

He joined the Race Relations Board, dealing with complaints of racial discrimination in employment and housing, before being appointed senior complaints officer for the Commission for Racial Equality. He was seconded to the Home Office specialist support unit, training police officers in race and community relations, retiring in 1996.



our values



Inclusive

We believe that embracing and promoting the views of those who experience discrimination will create a fairer society

Empowering

We believe that marginalised people should decide on what changes are needed to improve their lives

Balanced

We believe people need information in a way that they can understand, reflecting a wide range of views, to help them make informed choices

Diverse

We respect different views, value local and national knowledge and encourage a range of approaches with different people and communities

Informing

We believe in making sure issues that affect those who are marginalized are not ignored or misrepresented, and put right

Opening hours are:

Monday to Thursday 10am – 4pm

**"Call us now on
01473 408111 or email
discrimination@iscre.org.uk
to make an appointment to
see our legal advisors"**

ISCRE
Ipswich & Suffolk Council for Racial Equality
46A St Matthews Street, Ipswich,
Suffolk IP1 3EP; 01473 408111
www.iscre.org.uk