

# ISCRE

Combating Discrimination - Celebrating Diversity



*About our Front Cover:*

*This painting depicts the Leadership Academy Boys' being 'focused' and achieving much with their natural 'skill set', within the learning environment.*

*Seeing and focused on who they perceive in the mirror and not what society and the media illustrates. #identity, #perceptions.*  
[www.loleithaart.co.uk](http://www.loleithaart.co.uk)

*"I absolutely love the images of the Boys focused on their task. I believe Boys' need to see themselves in this light. It's very important!" Loleitha 2011*

We are delighted to present this shared Annual Report for the operational year 2017 - 18 between **ISCRE** and the Legal Services formerly delivered by ISCRE, now **Suffolk Law Centre**.

**Suffolk Law Centre** is now registered and operational, and will continue to deliver our existing legal advice, support and casework, and will aim to develop further services to meet the legal advice needs of people living and working in Suffolk. **ISCRE** will focus on our community engagement and race equality work. All existing Legal Services staff will continue to be employed by ISCRE, but are seconded to Suffolk Law Centre.

Suffolk Law Centre is an independent charity, but will maintain a close relationship with ISCRE: our Board members are the same; we will share backroom support and work collaboratively to maximise the positive contribution both organisations can bring to Suffolk's diverse communities.

We extend our very sincere thanks to everyone who has supported, advised, funded and stood behind us during this year.



# Team

## STAFF

### **Director of Legal Services**

Audrey Ludwig

### **Business & Operations Director**

Phanuel Mutumburi

### **Legal Advisers**

Pippa Banham

Carol Ward

Jonathan Parratt

### **Practice/Office Manager**

Sophie Hawkins (from May 2018)

### **Housing Lawyer**

Paul McManus (from Sept. 2018)

### **Finance Officer**

Mayuri Patel

### **Community Diversity Officer**

Keiran Manners

### **Information Officer**

Letha Evelyn

### **Business Development Officer**

Sue Wardell

### **L.A.C Triage Officer**

Sumaiyah Jeelani

### **Admin Assistant**

Fatima Ceesay (from Sept. 2018)

### **Project Officers**

Shahnaz Begum (left Aug. 2018)

Jo Chimes (left Oct. 2017)

### **Community Champion Coordinator**

Prachi Katdare (left Nov. 2017)

## ISCRE BOARD OF TRUSTEES

### **Chairperson**

Chris Cumberbatch

### **Vice Chairperson**

Sue Raychaudri

### **Treasurer**

Jeremy Lea

### **Secretary**

Denise Bradshaw

Cllr Hamil Clarke MBE

Liz Pettman

Daisy Weekes

Cllr Albert Grant OBE

Bal Howard

Louise Gooch

## SUFFOLK LAW CENTRE BOARD OF TRUSTEES

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Cllr Albert Grant OBE

Bal Howard

Louise Gooch





Some of our staff and volunteers from 2017



Our 2017 Xmas Card,  
painted by  
Anthony Wooding



The Ipswich Legal Walk 2017



# ISCRE Chairperson

**Chris Cumberbatch**



## **Where does one start this year?**

It has been so packed, both with the good and the bad.

The Suffolk Law Centre finally received its accreditation with the Law Centres Network after many years as little more than a pipe dream.

Drug and gang violence came to Ipswich after many years warning from parents, frustrated by short-sighted policies of neo-liberal expansion and years of warnings falling on deaf ears. ISCRE played a key role in mediating between the authorities and the local community, recognized again for our reach and social capital (and hopefully not just when we are needed).

Project Norwich Road has come to fruition, after hard work between ISCRE, local councillors and businesses. After many years finally some efforts can take place to recognize the opportunities for this area that are based on its diversity, rather than in spite of it.

The Law Centre will be of discussion elsewhere so I shall leave the subject to others, but let me focus on the subjects of community cohesion, youth on youth violence and Norwich Road.

The origins of ISCRE, forty years ago, stemmed from parents frustrated by the way in which their children were being let down by our schools. It is indicative of how little we have progressed in some areas (or perhaps backslid in others) that the implications of parents being ignored where their children are marginalised are like bells now ringing from across the airwaves and over the newspaper and internet headlines. Knife violence has come to Ipswich.

There is a direct correlation between school exclusions, cuts to community resource funding and

so called “county lines” drug trafficking. All three have something in common; the ways of thinking underwriting the policies that have led to this situation have failed to access a sufficiently broad canvas of opinion and knowledge about the situation on the streets and in our homes. Too much has been done via an accountant’s spreadsheet, literally knowing the price of everything but the value of nothing, as the increased costs to our policing and criminal justice system amply demonstrates.

As for Norwich Road, the prevailing dogma and gossip of Ipswich as long as I can remember has been to denigrate the street as dangerous, overridden by immigrants and lacking in the character of the town. To this I have always said, how does a chain store replicated across hundreds of town centres represent Ipswich?

Surely the unique demographics that have led those from Kurdistan to Bangladesh to west Africa to make Ipswich their home has more representativeness than another branch of Costa Coffee? And furthermore, while those stores shut and open at the whim of their (often) offshore owners, the shops and cafés of Norwich road are imbued with the livelihoods of local people, desperate for acceptance, driving their children to achieve in our schools and working all hours to support their dreams of a better life.

This surely, is the modern British story writ large.

While not perfect, with the right support, training and induction into our ways of doing business, licensing, respect for pedestrians and parking regulations, much could be made of this multicultural hotspot right on our doorstep. I commend our project of collaboration and understanding, all those who are committed to and involved in Project Norwich Road, and also the local media who of late have taken the time to listen and help us spread a new message.

Multiculturalism is not dead, long live Norwich Road!

We at ISCRE will do our utmost to help bridge the gaps where new and old meet, gather, and grow together in our town and county.



# Community Voice

Phanuel Mutumburi



We are grateful to all the stakeholders who continue to believe in and support the work we do in and around Suffolk. This year was particularly challenging especially with the setting up of the Suffolk Law Centre and all the work that

colleagues had to do in addition to day to day project delivery. We are indebted to our Trustees and staff who have remained immensely supportive in light of such major changes in the organisation.

**Youth Violence:** The surge in youth violence in Suffolk has raised concerns about lack of support for young people in general and those from Black and Minority Ethnic communities in particular.

Early intervention and prevention of youth crime will only succeed if more importance is placed on communities in local partnerships and multi-

agency initiatives. ISCRE's community voice strategy is aimed at making sure that the communities and young people are put at the heart of interventions to tackle youth violence.

**Destination Norwich Road:** Urban regeneration programmes often ignore the views of diverse communities, frequently resulting in gentrification. We have been working closely with partners to ensure that the voices of local communities are heard in all the initiatives to make Norwich Road a thriving and welcoming destination for all people of Suffolk and beyond. We have and will continue to ensure that an inclusive and sustainable approach that prioritises culture and people is used throughout. We believe that valuing and celebrating the rich cultural diversity of Destination Norwich Road will help create a healthier, happier, cohesive and more prosperous community.

We are optimistic that the changes in the organisation will make ISCRE more agile and better responsive to the emerging challenges that diverse communities across Suffolk face. A new Fairer Suffolk strategy has been developed to help support communities in the future post-Brexit environment.

## Governance

Mayuri Patel



I am proud to say that we fully complied with all our external governance obligations including Charity Commission, Company House, HMRC, banks and accounts audits.

Internally we provided Trustees with up to date

management information to assist them with their oversight role. This involved maintaining accurate human resources, project and financial management records in adherence to the ISCRE policies and procedures.

The Suffolk Law Centre was successfully registered with the Charity Commission and Companies House and started operating officially on 1 April 2018. It was registered with the HMRC for Gift aid and PAYE tax purposes.

We are now in the process of setting up a new SAGE system for the Suffolk Law Centre to ensure that it operates as a separate entity in the 2018-19 financial year.

# Criminal Justice

Keiran Manners



## Background

ISCRE has had a presence in some of Suffolk's prisons for over a decade, and is proud of the relationships, status and recognition we have developed during this time.

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.

Kieran Manners, ISCRE's Community Diversity Officer (CDO), currently spends three days per week working within two of Suffolk's prison establishments; HMP Highpoint and HMP Warren Hill. He works closely with staff and the diverse prisoner groups residing within the establishments, and supports the embedding of policy and management of issues related to equality, safer custody and community development.

*“During the workshops Keiran... talked about achievable solutions. It helped enormously.”*

## Key Achievements

In late 2017, ISCRE concluded a **prison research project commissioned by HMPPS and the University of Greenwich to develop interventions aimed at reducing incidents of violence and control and restraint**. The project evidenced that the experiences of Black and Muslim men in custody could be improved through self-development and improved critical thinking skills. This is not to dismiss the structural and institutional disadvantages these groups experience, but to identify that pathways towards progression can be greatly enhanced by interventions that recognise the needs and journeys of men from the most disadvantaged groups, as opposed to looking at issues through a more generic lens.

During this time, ISCRE worked intensively in HMP Wandsworth and HMP/YOI ISIS, HMP Warren Hill and HMP Highpoint to **develop interventions that**

**integrate individuals that are disengaged** in large parts of their rehabilitation and desistance trajectory.

Our CDO became the lead co-ordinator for Equality delivery at the Highpoint North Site.

This year we have seen increased delivery of rehabilitation focused interventions/projects and prisoner focused Equality and Hate Crime Training. There has also been better staff engagement and training, and greater involvement and attendance at prisoner Equality Awareness workshops.

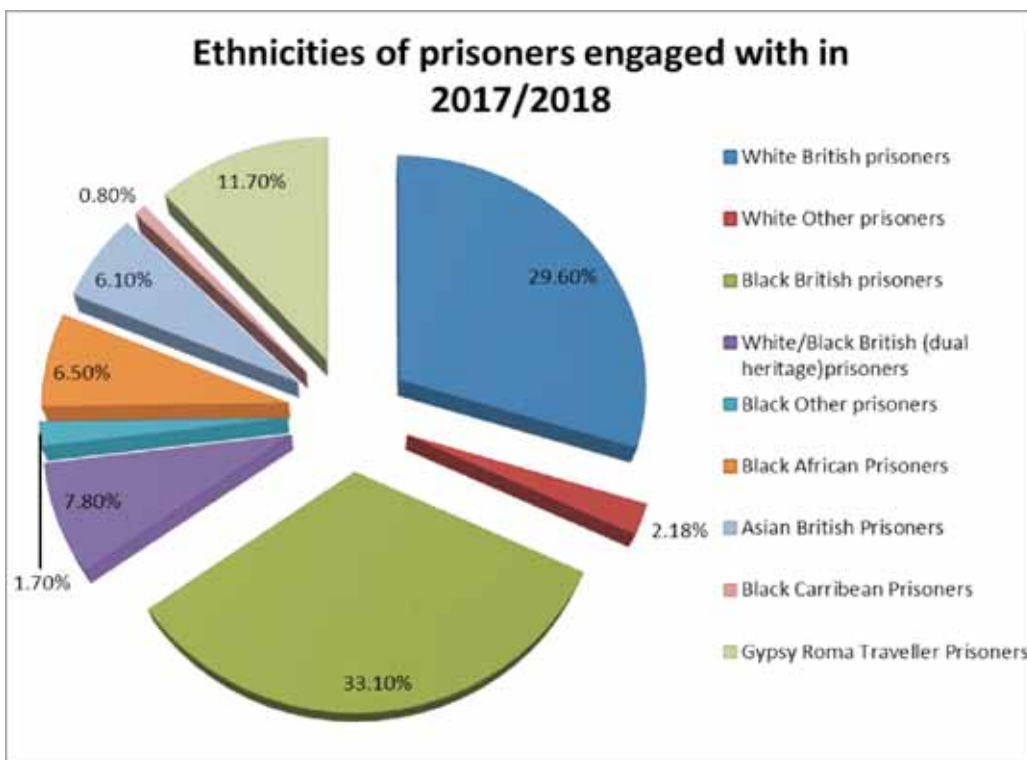
We are also pleased to have seen greater multi-agency working and information sharing.

Our CDO **received an Amends People Award** from HMP Highpoint on the 13th December 2017. This was the first time we had gained such recognition, so this was proudly received.



# Criminal Justice by Numbers

- 433 encounters with prisoners and staff, up from 319 encounters in 2016/17
- 149 days total spent working in prisons
- 10 events delivered with prisoners, including for Black History Month, Faith and Equality Awareness, and Gypsy Roma Traveller
- 61 prisoners trained in Equality, Discrimination and Hate Crime in 2017/18, up from 38 in 2016/17
- 50 learners undertook an “Equality and Hate Crime” module at HMP Warren Hill, as part of the Diploma in Progression award
- 28 members of staff trained in managing discrimination and hate crime related incidents
- 3 prisoners supported (as part of multi-agency team) to resettlement back into the community
- 10 references for prisoners going before a parole board for release or progression to a Cat-D prison



***Want to know more?  
See our website for  
the full report:  
[www.iscre.org.uk](http://www.iscre.org.uk)***

## Impact Feedback from Prisoners and Staff

“We needed someone who comes in and who would fight for us. Talk to the governor about issues.”

“Keiran is inspirational. Even before [the programme] I was moving in this direction.”

“Definitely useful [as] unless men [see] realistic, genuine avenues of discussing issues of contention, [it will be] hard to see improvement. This is the only avenue that will bear fruit. Otherwise there will be more violence [and] more deaths in custody.”

“During the workshops Keiran asked things like ‘do you think you’ll come back to prison? Why? Why not?’ And talked about achievable solutions. It helped enormously.”

“At some point you have to ask, ‘Am I really making the change?’ My family needs me to.”

“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.”

# Take Your Place

Shahnaz Begum



The *Take Your Place* project at ISCRE was funded by the Network for East Anglian Collaborative Outreach (Neaco), a group of universities and Higher Education providers in the region.

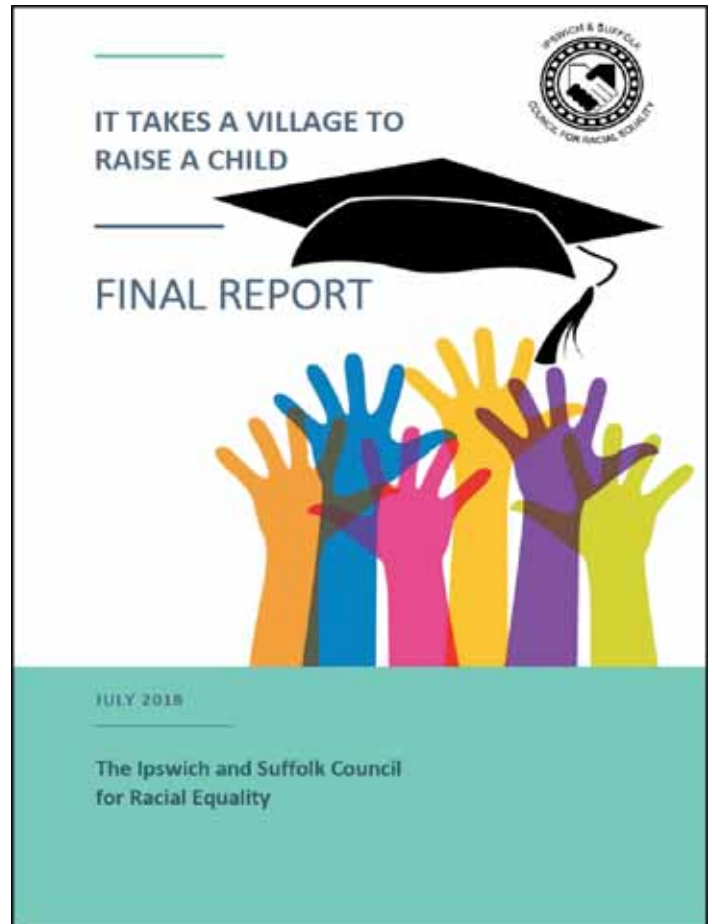
We aimed to engage parents and families in Ipswich from communities currently under represented in Higher Education. We carried out detailed, one-to-one and small group interviews with parents and family members from these communities about their experiences to find out what barriers to Higher Education they perceived for their children and young people.

We found that many struggled to navigate and understand the range of choices and processes across the education system. Those from more established communities, such as Indian and Afro-Caribbean families, generally had better capacity and confidence to support their children in making informed choices around higher education. Conversely, those from newer communities, such as Eastern European and Roma families, had considerably less.

Using what we learnt from interviewees, we held a Sharing Event in Ipswich, and invited members of local communities to suggest solutions to the barriers that our interviewees had identified. Together, we co-produced a set of **Manifestos to Inclusion**. These provide accessible and viable suggestions to education providers, from primary through to higher education, on how they might facilitate a more inclusive environment for parents and families to be better able to support their children's education.

Our report, **'It Takes a Village to Raise a Child'**, recommends that the barriers identified by our research be recognised as key drivers of educational disadvantage and under representation in higher education.

We would like to express our sincere thanks to all our interviewees for their invaluable input and all those who participated in the Sharing Event for their thoughtful contributions.



*Participants at our Sharing Event, discussing potential solutions to the barriers to higher education identified by our interviewees*

# Meta-More-Force Sue Wardell



ISCRE received a grant from the **National Lottery Awards for All** in 2017 to deliver a community focused initiative called **Meta-More-Force** (Metamorphose), working in partnership with Black Theatre Live and Theatre Royal Bury St Edmunds.

**Meta-More-Force** was built on ISCRE's expertise in running 'discovering narrative' workshops that explore the experiences, voices, and fears of men journeying through the prison system. In these workshops, our Community Diversity Officer, Keiran, found that one of the recurring themes amongst prisoners was a concern for their communities, and particularly young people, and a desire to have a positive influence on them.

We broke the project down into three essential parts:

**Meta:** Workshops with young people at risk of offending to encourage them to explore their life journeys, voice their aspirations and fears for their futures. In partnership with Informal Learning Specialist, Mark Straw from Community Praxis, Keiran

to share what the young people have said, and support the prisoners to embrace the art of story-telling in response. With support from practitioners from Theatre Royal Bury St Edmunds Theatre and High-rise theatre, the participants engaged in play-writing/reading, poetry and song writing exercises to support the creation of a 'consequences of crime' themed play.

**Force:** We brought the voices of the young people and prisoners together: in their own words and reinterpreted as a piece of responsive theatre. This was at Theatre Royal Bury St Edmunds, on April 27th April 2018, where an audience of around 80 young people, voluntary organisations and public sector professionals from the criminal justice and youth sectors watched the play, by Joseph Barnes-Phillips, called 'Pup!', and viewed some of the written work produced by young people and prisoners.

This project gave a platform to disenfranchised young men to help them reflect on how the choices they make impact on their futures. It also provided prisoners with an opportunity to share something of their experiences and to indirectly provide impetus to those young men to take a different path.



Panel discussion at performance of 'Pup!', Left to right: Karen Simpson (Director, Theatre Royal Bury St. Edmunds); Joseph Barnes-Phillips (Playwright); Keiran Mannors (ISCRE); Mark Straw (Community Praxis)



**NATIONAL  
LOTTERY FUNDED**





# Suffolk Law Centre

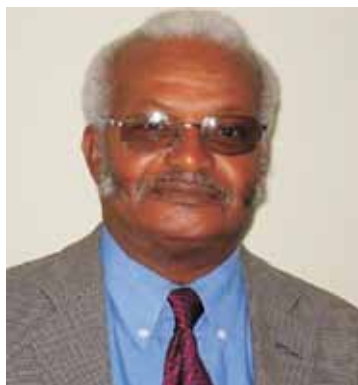
*open day!*





# Suffolk Law Centre Chairperson

**Hamil Clarke MBE**



On 18th September 2012, exactly six years ago to the day from this year's AGM, a conference was held in Ipswich that, unbeknown to most, was to have a lasting impact on all of us

living and working in Suffolk.

Entitled ***"Life After Legal Aid"*** and organised by our very own Audrey Ludwig, that conference brought together a group of lawyers, activists and volunteers who were concerned about how cuts to legal aid and reductions in service provision would affect people's access to justice in Suffolk.

With the support of that committed group, and a lot of hard work, Audrey and her small team developed a pro bono legal advice provision (the weekly Law Advice Centre) to meet the growing need for free, expert legal advice in this county. As you will see from this report, that the advice service is still going strong, and advised 351 clients over last year. Vital services such as this were not the only impact of that 2012 conference: **it was there that Audrey first said that Suffolk needs its own Law Centre.**

And it was from there that this seed of an idea, to help combat Suffolk's legal advice desert, was planted. From that conference, six years of hard development work followed - of promoting and lobbying, networking and knock-backs, planning and fundraising. The road was bumpy, felt a bit long at times, but was full of friendly, knowledgeable good Samaritans along the way.

**Suffolk Law Centre was formally launched on 23rd March 2018.** The event was hosted by Gotelees Solicitors, to whom we are sincerely grateful. For those of us who were at that launch,

it was a very proud moment. It was the moment when our campaign, *A Law Centre for Suffolk*, became a reality.

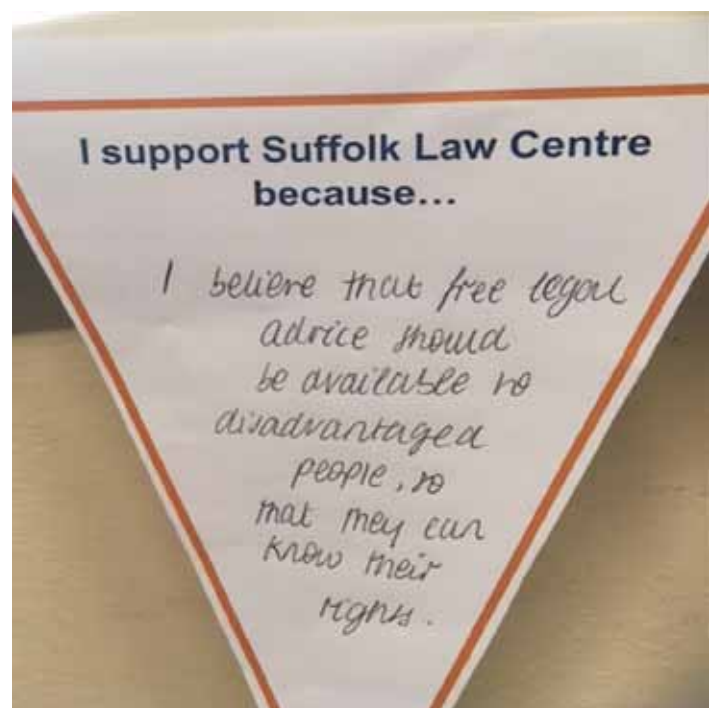
**Suffolk Law Centre is for the people of Suffolk - particularly the most disadvantaged, those facing discrimination at work or in accessing services, those wondering how to navigate the Family Courts, those confused about their immigration status or those facing eviction.**

As Chair of Suffolk Law Centre, I want to thank the many friends and supporters have helped us get to where we are now. We are extremely grateful to our generous Founding Patrons: East Anglian Chambers; Birketts LLP; Unite (Suffolk Branch); Suffolk and North Essex Law Society; Prettys Solicitors, as well as our generous individual donors, all of whom helped us to raise almost £40,000 through our Crowd Funder, promoted by East Anglian Daily Times.

We are also indebted to the Legal Education Foundation for their development funding which supported us to reach this point, and the invaluable assistance of Matthew Howgate, without whose expert guidance, we may have floundered.

I am looking forward to our first year as Suffolk Law Centre – I am sure there will be challenges, but I am equally certain that we can find our way round them; we have a small, but dedicated team of staff, volunteers and supporters. As Audrey said in her speech at Suffolk Law Centre's launch – **this is just the start of the journey.**

# Legal Services 2017-2018





# Suffolk Law Centre Launch

## March 23rd 2018



*"The new Law Centre in Suffolk is going to be fantastic. ISCRE already is. This is a brilliant opportunity to be involved from the start and to help shape the service.*

*A rare and exciting opportunity."* **Matt Howgate, Consultant**



*We had cake!*



# Tackling Discrimination in the East

Audrey Ludwig



**Our discrimination law project, Tackling Discrimination in the East (TDE), provides free legal advice and assistance to anyone experiencing unlawful discrimination living, working, or visiting**

**Suffolk (and to a lesser extent, Norfolk).**

Our financial year April 2017 to March 2018, formed parts of the first and second year of three year funding from **Big Lottery Fund**. We continue to be so grateful to them for this support.

The year has gone well.

However, initially, we were hit with two considerable blows: our long-standing job share discrimination lawyers Sallie Davies and Jonathan Parratt decided to explore new areas of work, whilst keeping their connections with us very much alive. Sallie is now working as an immigration solicitor in private practice, but still volunteers for us regularly giving immigration advice. Jonathan has become senior case worker for Ipswich MP Sandy Martin, but assists us one day a week to backfill the time I have spent working on the development of the Law Centre. Both Sallie and Jonathan were (and are) brilliant lawyers; we and hundreds of former clients owe them a huge debt of gratitude for their dedication, care and technical skills.

As discrimination is such a specialist area of work, it was not possible to recruit people with previous experience of this area of law. However, we were able to recruit two job share partners with previous legal and advice experience who we could train up to be discrimination legal

advisors. Carol Ward joined us in May 2017, and Pippa Banham joined us in October 2017. Whilst the number of cases we've done have understandably reduced, both Carol and Pippa have shown themselves to be hardworking, compassionate and great additions to the team.

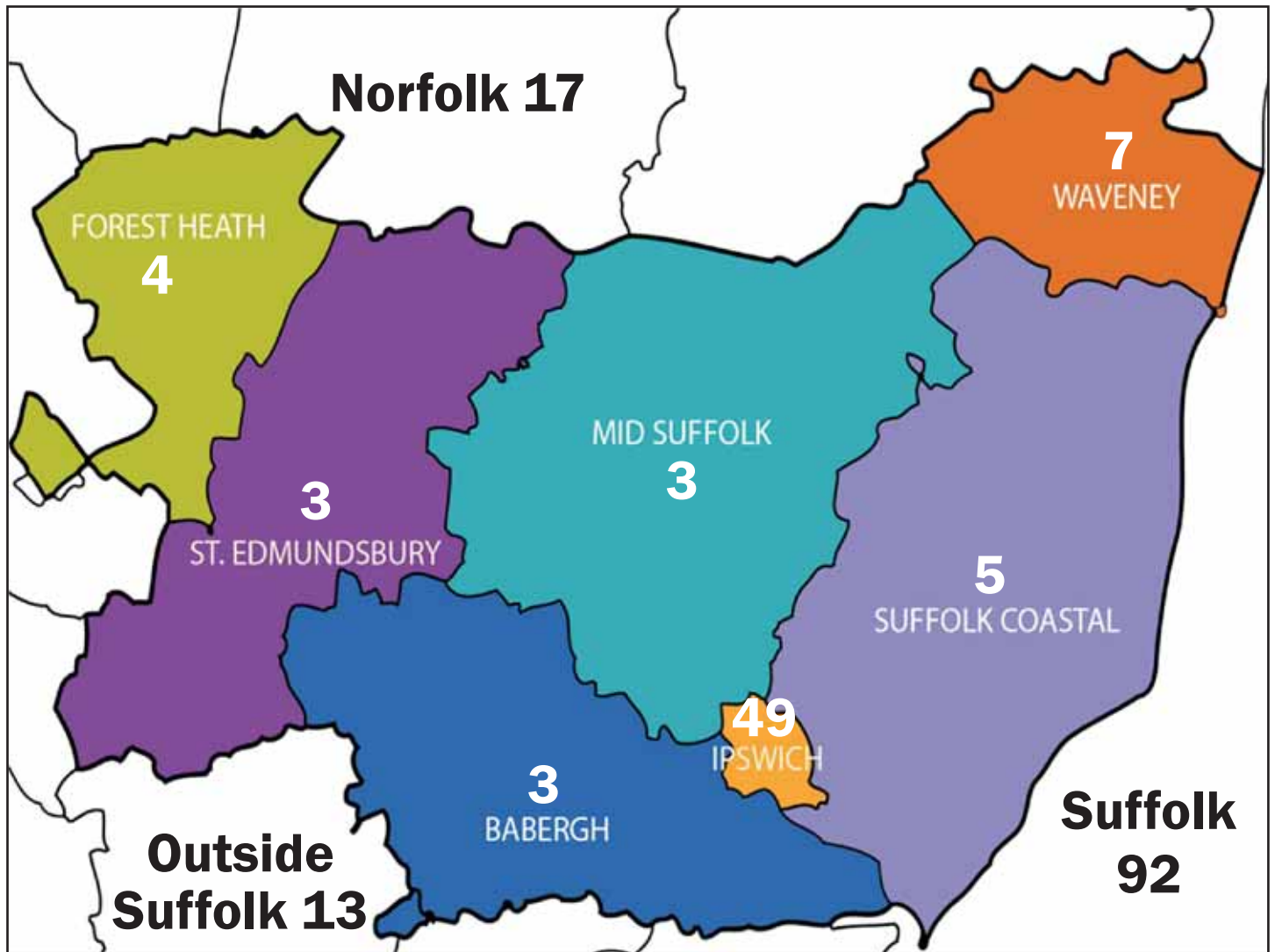
Also during the year, Letha Evelyn, our Information Officer, was off work with a serious illness. Thankfully, she has now returned to work, and back to the vital client administration and information role which she plays.

Other key people I must thank are:

- Big Lottery Fund, who are providing us with three years of funding
- Sharon O'Donnell who has undertaken great work on our 3Hs (Hate Crime, Harassment & Human Rights) project for local schools.
- Nelleke Van Helfteren of Ipswich CAB who has worked with Pippa Banham on our 3Ds project, including a workshop at the National CAB Conference.
- Our legal student volunteers including Oliver, Alex, Leshandra, Lindah, Sally, Esther, Mel, Anna and Ingrid
- Rosemary, David, and Abbi who are our long term administrative volunteers who help us to not get overrun with paper
- Our Honorary Counsel Sean Jones QC who came to provide a free masterclass for our legal advisers



# Where Our Clients Live



## Outreach Clinics

We continue to offer monthly clinics in Haverhill, Lowestoft and Norwich

# Who Our Clients are



12% aged 20-24 years  
21% aged 25-34 years  
25% aged 35-44 years  
28% aged 45-54 years  
11% aged 55-64 years  
3% aged 65+ years

# Key Achievements

“3Ds Project” – we have produced a new leaflet advising people with disabilities about their rights to reasonable adjustments when claiming universal credit.

We continue to provide feedback on Suffolk Police policies and sit on Ipswich Borough Council’s Equality Panel.

We have delivered workshops and training at Northgate High School, Suffolk Coalition of Disabled People’s AGM, and the Suffolk People First Conference.

## TDE By Numbers

**127** clients supported across all discrimination strands.

**120** hours of volunteering from law students, graduates and other volunteers

**59** people with learning disabilities received bespoke training on discrimination and human rights at the Suffolk People First Conference on 8 December 2017.

**230** pupils at Northgate High School trained on human rights and hate crime.

## Case Studies

**Mr F** was experiencing racial and religious discrimination in his workplace. TDE assisted him to raise his concerns with his employers. When this failed, TDE applied for Early Conciliation on the client’s behalf. During this time the difficulties he was experiencing increased, and he became further stressed and worried by the situation. He wanted to leave his employment as soon as possible. TDE were able to negotiate through ACAS a termination package, whereby Mr F could leave with a reference and a lump sum of £4,000. The client was very relieved to be able to leave his workplace with immediate effect and was grateful for the lump sum to help him whilst he seeks alternative employment.

**Ms S** was racially harassed by colleagues. After unsuccessfully seeking to resolve the situation through the grievance procedure, she resigned and sought advice from TDE. We applied for Early Conciliation on her behalf but the employers were not willing to settle. However, when TDE informed the employer that we were about to issue Tribunal proceedings, the employer engaged in negotiations. The matter was settled with a reference and a lump sum for Ms S of £5,000. Ms S had very quickly found alternative work, and so is delighted with the settlement and relieved not to have to pursue Tribunal proceedings.

**Ms Y** has two sons with long term health conditions, and needs to park in the primary school car park whilst dropping them off at school. However, the school refused permission to park, despite her oldest son being in possession of a blue badge. After an initial meeting with Ms Y, TDE offered to write to the school to formally state the client’s needs. However, the client felt confident following our advice to approach the school herself. She organised a meeting with the school at which it was agreed the client could use the car park. Ms Y was extremely grateful for the help we gave her establishing her rights under the Equality Act which empowered her to achieve what she and her children needed.

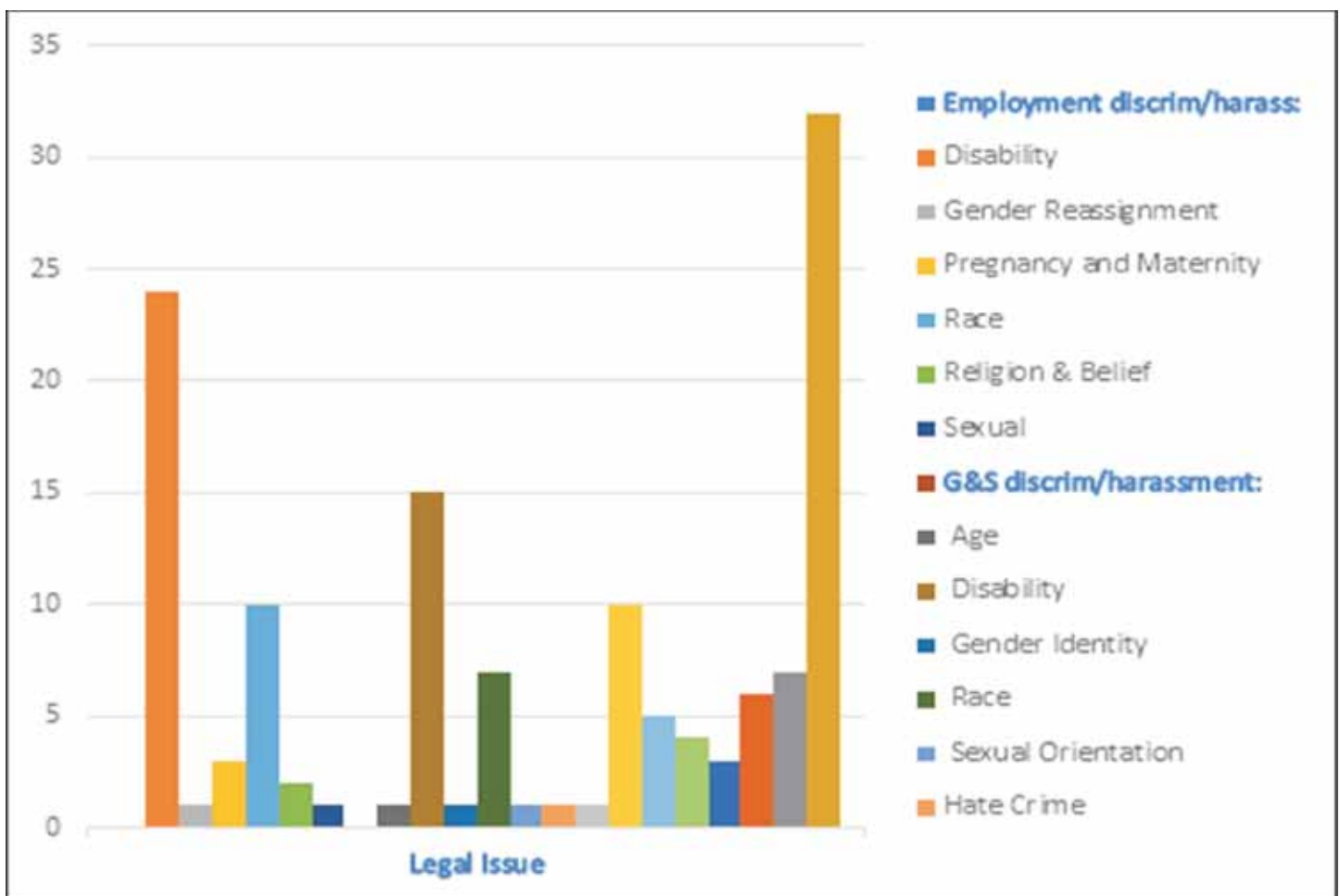
# What Our Clients Say

“...absolutely wonderful news with the results, I would just like to say from the bottom of my heart a massive thank you to yourself and also to Jonathan.”

“I honestly don’t know what I would have done without the help and support of the team at Tackling Discrimination in the East”

" Thank you for all the support, time, effort, listening skills, bluntness, truths, and most of all caring, understanding in a difficult situation.”

## Discrimination Experienced



**21% of our clients have experienced racial discrimination**  
**44% of our Clients have experienced disability discrimination**  
**19% of our clients have a monthly income of less than £400**

# Legal Advice Clinic

Audrey Ludwig & Sumaiyah Jeelani

## Background



The Legal Advice Clinic is a free service, provided by us in partnership with Suffolk and North Essex Law Society and LawWorks, a national pro bono charity. Previously known as the Suffolk Law Advice Centre, it has been

renamed after the successful launch of Suffolk Law Centre on 23rd March 2018.

We have had another busy year: over 2017-18, our service was accessed by 881 people around Suffolk. For a breakdown of this, please see the **LAC by Numbers** section below.

To make people aware of our legal advice services, 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.

This is our second year of funding from **Tudor Trust**, allowing us to cover the core costs of LAC. We are very much indebted to them for their generosity and cooperation throughout the year.

## What support do we offer?

Our Legal Advice Clinic service is open to anyone living or working in Suffolk. Clients are offered 30 minutes free researched legal advice by prior appointment every Thursday evening at our office in Ipswich, or by telephone.

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

Clinics cover:

**Employment, Housing, Immigration, Family, Personal Injury, Insolvency and General law.**

## Family Support Clinic

Alongside the Legal Advice Clinics, we also have a Family Support Clinic. Two volunteers now cover this service, as Carol Ward has been joined by former family barrister Carole Parry-Jones. This has enabled us to expand the service and increase the number of clinics available, although we still have a waiting list of around 4 weeks due to the high demand for the help provided.

There are **12** form filling Family sessions per month (2 hours each), and in 2017-18 we had 67 client appointments.

At the Family Support Clinic, we can assist clients in four ways:

- Advise on the merits of a client's case
- Inform the client 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

## Fundraising

Our fundraising efforts are generously supported by our amazing friends and colleagues from the local legal profession. These are just some of the events that took place in 2017-18: Ipswich Legal Walk, National Pro Bono Week, the Legal Bake and the YRES Legal Quiz. Thank you to everyone who raised funds to support us.



*Some of the LAC Team - Ipswich Legal Walk 2017*



# Key Achievements

- Suffolk Law Centre launched on 23 March 2018, the first and only Law Centre in the county!
- Our Family Support Clinic is now a weekly service
- Our National Pro Bono Week Open Day raised £160, and volunteers advised 20 clients
- Our registration with the Immigration Commissioner was renewed for a further 12 months
- We saw 2 new immigration advisers pass their Level 1 exams
- We hosted IHAG's monthly Money Advice Surgery until December 2017
- We were shortlisted for the Law Society's Best Pro Bono Partnership Award
- We helped organise the Ipswich Legal Walk with the Eastern Legal Support Trust, and raised over £1000 with their generous support

# LAC By Numbers

- **881** people around Suffolk accessed LAC services
- **351** one-to-one advice sessions
- **64** local legal professionals volunteered with us
- **38** EU/EEA clients advised from April to December 2017
- **47** sessions on average offered per month:
  - 8 general
  - 6-8 employment
  - 6-8 family
  - 7 immigration
  - 3-4 housing
  - 7 personal injury sessions
  - 214** clients signposted to other services

# Volunteers

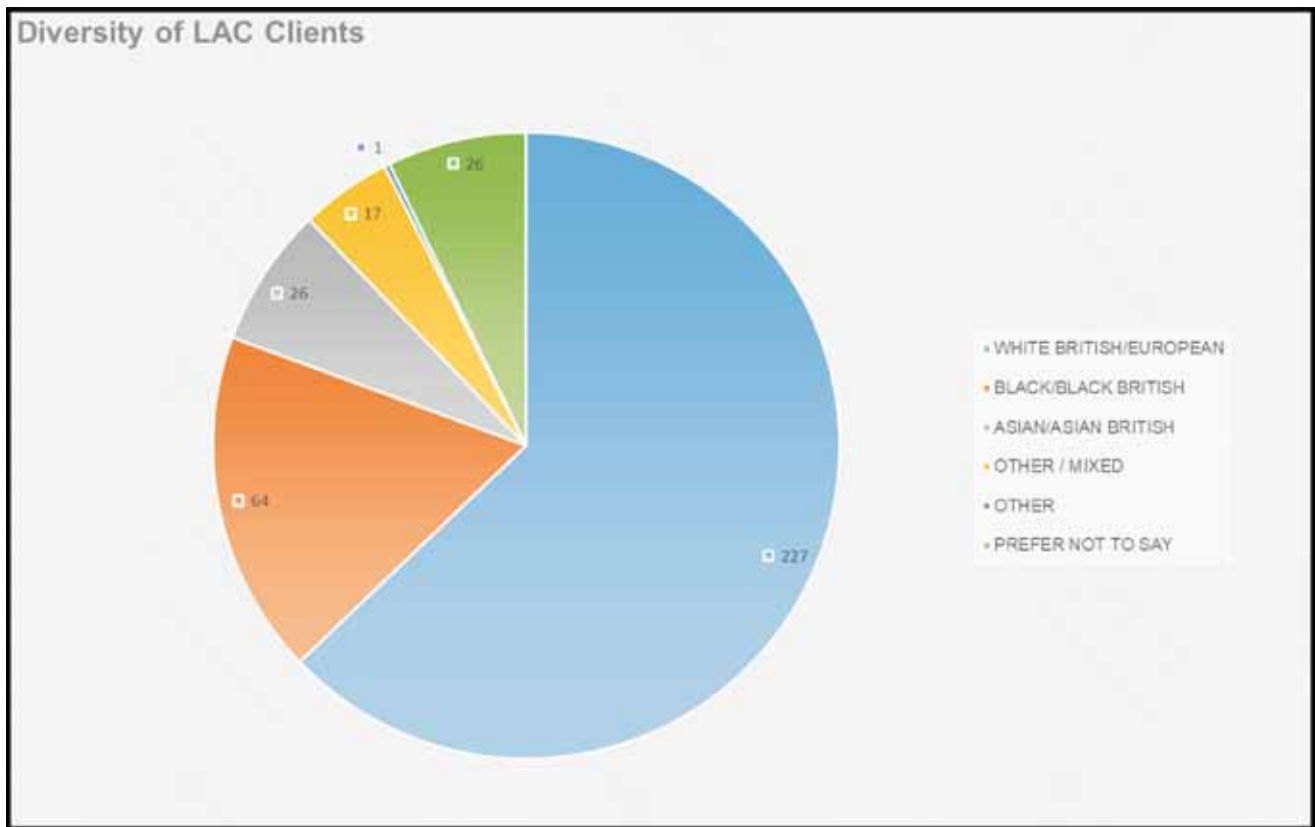
**Our volunteers are from a number of local legal firms, and we thank them for their ongoing and invaluable support:**

*Ashtons Legal; Attwells; Bates Wells Braithwaite; Birketts LLP; East Anglian Chambers; Fenners Chambers; Gotelees; Immigration Legal Services; Jackamans; Kerseys; Landmark Chambers; Prettys.*

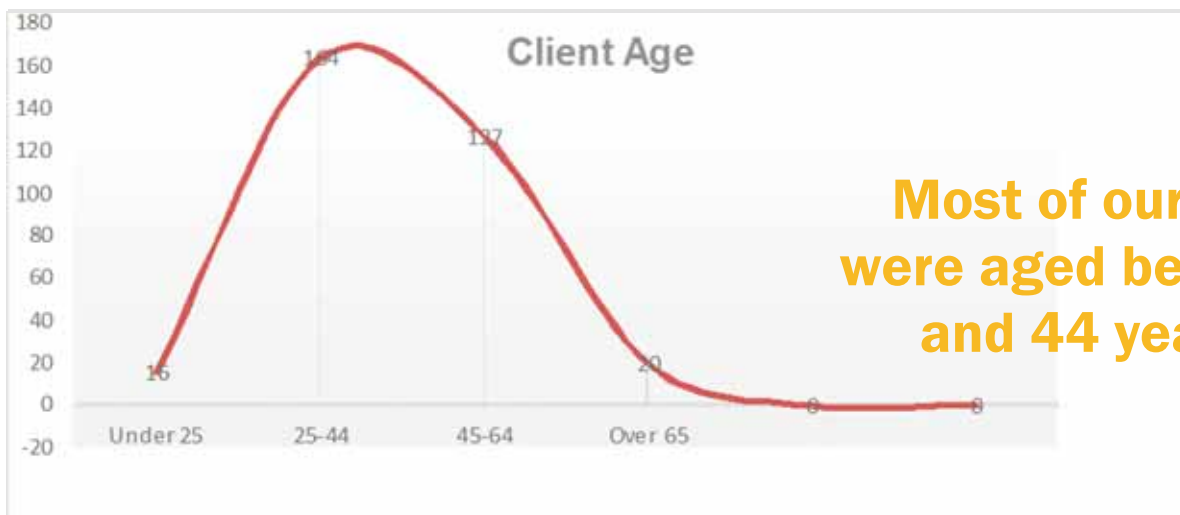
# Recognition

We are very proud that the Law Advice Centre was a shortlisted finalist at **LawWorks Annual Pro Bono Awards** in the **Most Effective Pro Bono Partnership** category. We didn't win the awards, but were delighted to be recognised at a national level.

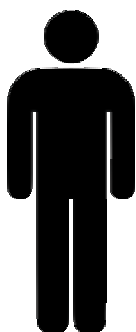
# Who Our Clients Are



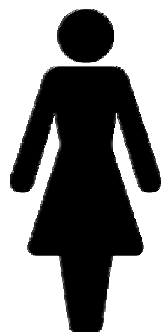
**Most of our clients were White British/European**



**Most of our clients were aged between 25 and 44 years old**



**55%**

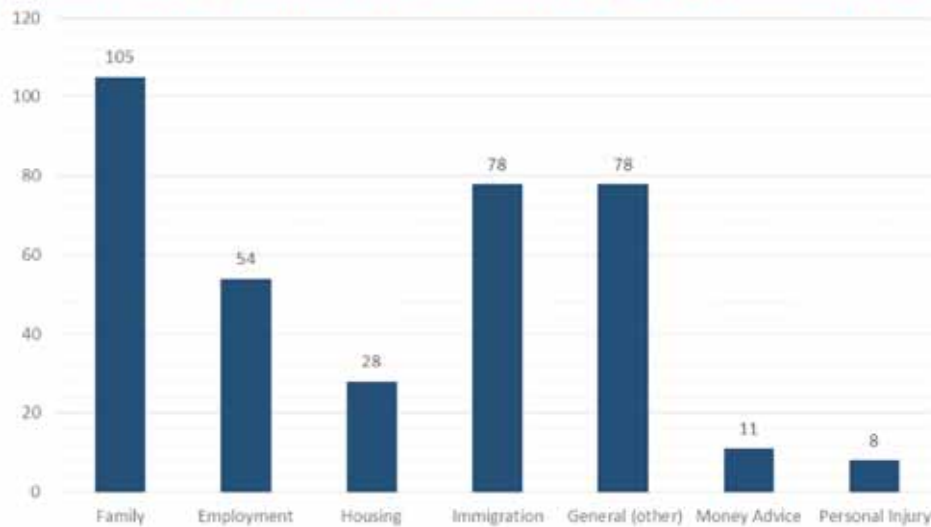


**45%**

**We advised more men than women in 2017-18**

# Legal Help We Provide

Number of appointments for each legal specialism 2017-18



## What Our Clients Say

**“Brilliant Service. Clearly explained my options.  
Feel happier and more confident going forward.”**

**“Excellent advice, well  
organised, very grateful for the  
support.”**

**“Felt at ease.  
Very informative.”**

**“Found very helpful. Left feeling more positive and aware of  
what help I could have.”**

- 98% of the clients found our services accessible and easy to use
- 100% of clients said the advisor treated them with respect and sensitivity and clearly explained their options
- 81% of the clients rated the help received as very good 15% found it to be good 3% found it acceptable, and only 1% said it was poor

# **Ipswich and Suffolk Council for Racial Equality**

## **Company Limited by Guarantee**

### **Independent examiner's report to the trustees of Ipswich and Suffolk Council for Racial Equality**

**Year ended 31 March 2018**

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I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2018 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

#### **Responsibilities and basis of report**

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### **Independent examiner's statement**

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

#### **Mark Proctor FCA DChA**

Independent Examiner  
Lovewell Blake LLP  
Chartered accountants  
First Floor Suite  
2 Hillside Business Park  
Bury St Edmunds  
IP32 7EA

7 August 2018



# Ipswich and Suffolk Council for Racial Equality

Company Limited by Guarantee

## Statement of financial activities (including income and expenditure account)

Year ended 31 March 2018

		Unrestricted funds £	2018 Restricted funds £	Total funds £	2017 Total funds £
	Note				
<b>Income and endowments</b>					
Donations and grants	5	28,238	42,791	<b>71,029</b>	32,477
Charitable activities	6	4,303	271,904	<b>276,207</b>	196,989
Other trading activities	7	168	2,176	<b>2,344</b>	1,778
Investment income	8	124	—	<b>124</b>	359
<b>Total income</b>		<b>32,833</b>	<b>316,871</b>	<b>349,704</b>	231,603
<b>Expenditure</b>					
Charitable activities	9	(37,525)	(260,011)	<b>(297,536)</b>	(244,149)
<b>Total expenditure</b>		<b>(37,525)</b>	<b>(260,011)</b>	<b>(297,536)</b>	(244,149)
<b>Net income/(expenditure) and net movement in funds</b>		<b>(4,692)</b>	<b>56,860</b>	<b>52,168</b>	(12,546)
<b>Reconciliation of funds</b>					
Total funds brought forward		204,015	68,197	<b>272,212</b>	284,758
<b>Total funds carried forward</b>		<b>199,323</b>	<b>125,057</b>	<b>324,380</b>	272,212

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

# Ipswich and Suffolk Council for Racial Equality

## Company Limited by Guarantee

### Balance sheet

As at 31 March 2018

		2018		2017	
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	13		2,290		4,021
<b>Current assets</b>					
Debtors	14	25,804		15,634	
Cash at bank and in hand		316,137		272,228	
		<u>341,941</u>		<u>287,862</u>	
<b>Creditors: Amounts falling due within one year</b>	15	<u>(19,851)</u>		<u>(19,671)</u>	
<b>Net current assets</b>			<b>322,090</b>		268,191
<b>Total assets less current liabilities</b>			<b>324,380</b>		<u>272,212</u>
<b>Net assets</b>			<b>324,380</b>		<u>272,212</u>
<b>Funds of the charity</b>					
Restricted funds			125,057		68,197
Unrestricted funds			199,323		204,015
<b>Total charity funds</b>	16		<b>324,380</b>		<u>272,212</u>

For the year ending 31 March 2018 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 7 August 2018, and are signed on behalf of the board by:

**C Cumberbatch (Chair)**

Trustee

Company registration number: 04616709





## 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

