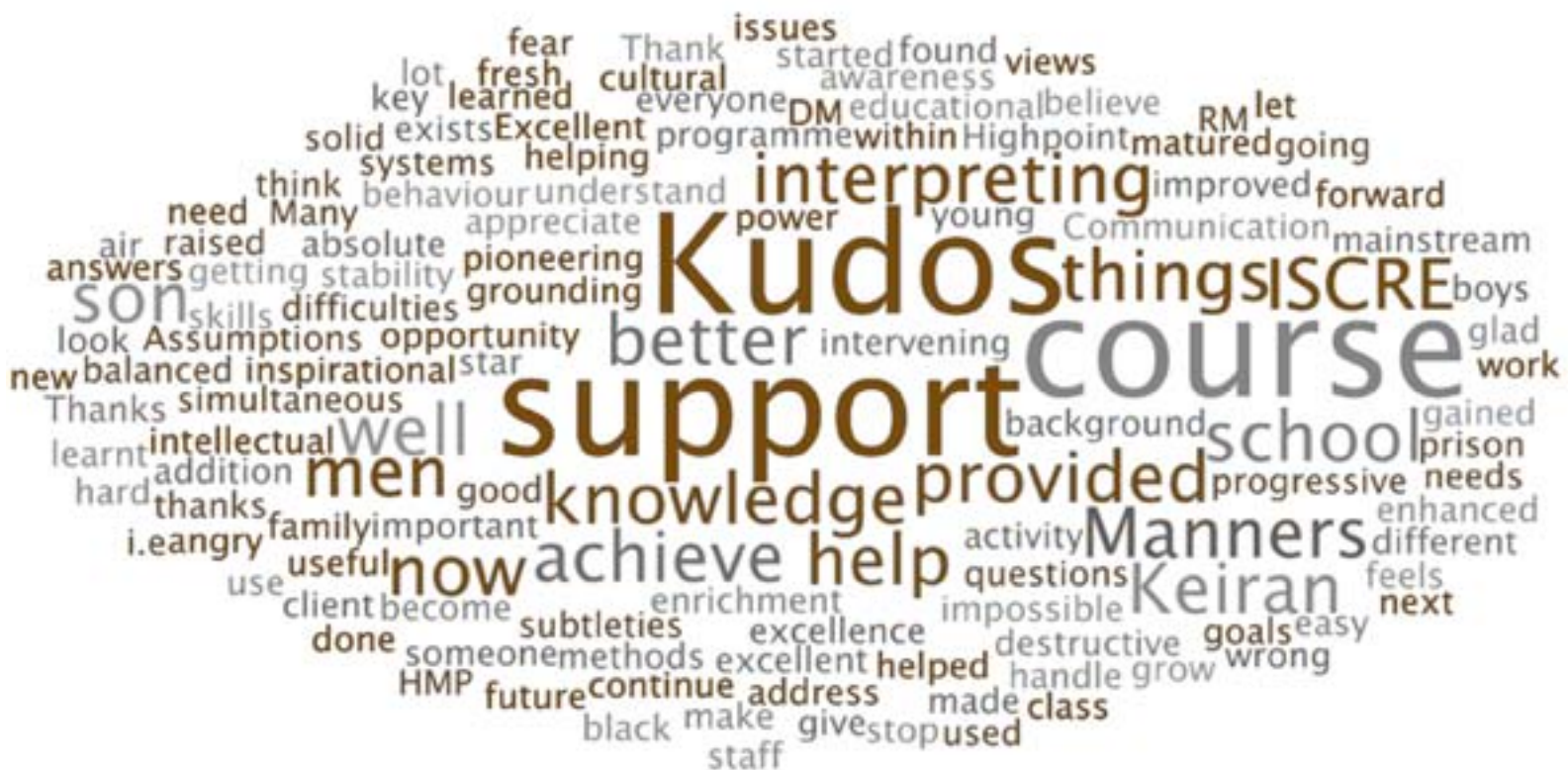


# ISCRE

**Combating Discrimination - Celebrating Diversity**



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# MESSAGE FROM THE CHAIR



Our Impact Report looks a little different this year. We call it our Impact Report, and it marks the start of a transitional year for ISCRE. ISCRE is proud of the fact that it has been running for more than 30 years, as sadly many Race Equality Councils no longer exist. We know though we cannot stand still, and this report sets out again new

and dynamic ways of working.

The Report shows how we are working increasingly in partnership with a whole range of organisations to achieve positive solutions to the racial and wider inequalities that continue to blight Suffolk and society as a whole.

The fact that this year our team have more proactively engaged in national debates and consultations is impressive. We are contributing to key issues affecting the most at risk of discrimination, such as Stop and Search and the proposed ending of legal case work grant funding. We are bringing Suffolk's often invisible issues to the table.

As Chair, I am sure you will all join me in saying a huge thank you to our hugely skilled and motivated team of mainly part time people. A big thank you to the absolute army of volunteers the team have managed to inspire and recruit. Finally of course to my colleagues on the Board of Trustees, whose support and commitment to ISCRE is vitally important as we go through this change.

There are some strong messages that come across in this report. One is that ISCRE enables people to learn. It designs supportive programmes which inspire and that people achieve on excellent courses and events. ISCRE is in fact a pioneer in education about Race equality.

It tells me too that ISCRE understands the subtleties of language and how communication or a lack of it, can be a barrier to accessing services. ISCRE raises awareness and changes behaviours so that professionals appreciate this difference So please work with us to achieve race equality, as together I am confident we can achieve much.

Hamil Clarke MBE  
Chair of the ISCRE Board of Trustees.



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**ISCRE**'s purpose is to campaign on and embed Human Rights and Equality values in the hearts and minds of organisations and individuals. It will do this throughout Suffolk, the region, nationally and internationally.

To work towards the elimination of racial discrimination and to promote equality of opportunity and good relations between people of different racial groups.

To provide representation and access to justice to individuals experiencing discrimination or harassment on any grounds.

To work in partnership, using a human rights based approach, positively impacting on discriminatory practices, lobbying for, and delivering social justice and policy change.

Arabic

العامل نحو محور العنصرية و جميع اشكال التمييز و تعزيز مساواة الفرص و العلاقات الجيدة بين أناس من جماعات عرقية مختلفة

Bengali

বর্ণবাদী এবং সকল ধরনের বৈষম্যতা দূরীকরণের লক্ষ্যে এবং বিভিন্ন জাতিগত দলগুলির লোকজনের মধ্যে ভালো সম্পর্ক ও সমান স্বযোগ-স্ববিধা লাভের উন্নয়নে কাজ করছি।

Chinese

為消除種族及各種型式的歧視和推廣平等機會及不同種族之間的友好關係而努力

Farsi

کوشش در جهت حذف نژادگرایی و همه انواع تبعیض، و ترویج برابری فرصت‌ها و روابط حسنه بین مردم از گروه‌های مختلف نژادی

Gujarati

જાતિય અને બધા પ્રકારના ભેદભાવ દૂર કરવા અને સમાન તક ને પ્રોત્સાહન આપવું અને જુદાજુદા જાતિય સમુદાયના લોકો વચ્ચે યોગ્ય પારસ્પારિક વ્યવહાર ની તરફ કામ કરીએ છીએ

Kurdish

کار کردن بهره و نه‌هیشتی ره‌گمزی به‌رسی و هه‌موو شێڕه‌کانی جیا‌کردنه‌وه وه به‌رز‌کردنه‌وه‌ی به‌کسانی دێرفه‌نه‌کان و به‌بودنه‌ی باش له‌ نێوان خه‌ل‌کانه‌ی له‌ کۆمه‌له‌ی ره‌گمزی جیا‌واز.

Lithuanian

Siekis šalinti rasinę ir kitų formų diskriminaciją bei vienodų galimybių ir gerų santykių skatinimas tarp skirtingų rasių grupių žmonių.

Polish

Dazenie do wyeliminowania rasizmu i wszelkich innych form dyskryminacji oraz promowanie rownosci szans i dobrych relacji pomiedzy ludzmi z roznych grup rasowych.

Portuguese

Trabalhando para eliminar a discriminação racial e todas as formas de discriminação, promovendo assim a igualdade de oportunidades e as boas relações entre as pessoas de grupos raciais diferentes.

Romanian

Lucrand spre a elimina rasismul si orice forma de discriminare cat si a promova oportunitatea de egalitate si relatii pozitive intre cetatenii din grupuri rasiale diferite

Russian

Наша цель – устранение расовой дискриминации и дискриминации в любых ее проявлениях, а также содействие развитию равных возможностей и хороших взаимоотношений между людьми разных расовых групп.

Turkish

Farklı ırktan olan grupların arasında ırkçı ve her türlü ırk ayrımcılığının tasfiyesine ve eşit fırsat ve iyi ilişkilerin desteklenmesine doğru çalışma

- into our work
- We build community capacity, knowledge and skills through our commitment to volunteering

I commend this report to you and take the opportunity to remind you of the words of Benjamin Franklin. A renowned civic activist and the founder of the 1st public lending library in America: ‘Justice will not be served until those who are unaffected are as outraged as those who are’

THE OFFICE

Maria Mughal, Sue Raychaudri, Ines de Moura, Mayuri Patel, Joanna Stephens

ISCRE’s premises, administrative and financial operation are fundamental to its existence. We are increasingly busy providing a space for a number of individuals and groups looking for advice or information. With others we are seen as quite simply a safe place to be. As a result of the increased demand from largely unfunded groups we have refurbished our ground floor. This will allow groups to be more self sufficient. Our professional office and finance services are increasingly attracting volunteers; both adult and work experience through schools etc. Our use of volunteers has increased significantly this year, and it is our use of volunteers that allows us to deliver the range of services we do. Because of the nature of ISCRE we are particularly proud of the diversity of our volunteer base, and that for many we are a step toward employment in these difficult times.



CHIEF EXECUTIVE’S COMMENT

Jane Basham

I am extremely proud of this Impact Report, as it so clearly evidences the public benefit of the work we do. I want therefore to reflect on why I think ISCRE is still here at a time when we have seen so many other Race Equality Councils disappear.

- We do not stand still and nor do we let apathy, resentment and sometimes open hostility beat us
- We employ brilliant, skilled, expert and professional people
- We have become more ‘commercial’ so that however much the issue matters we will not work in areas where we know we cannot sustain positive outcomes
- We take feedback & ideas from the communities we work with and work with them to do something about it
- We use community intelligence, trends in complaints and persistent inequalities in Suffolk to keep us relevant
- We help incubate individuals and groups with fantastic ideas who tell us they feel unwelcome anywhere else
- We build relationships and work in partnership even if it is sometimes uncomfortable
- We look nationally and internationally to talk about the work we do, get Suffolk on the map and gain valuable alternative insights



# CRIMINAL JUSTICE, COMMUNITY DEVELOPMENT & EDUCATION



Leon Hall, Tessa Triumph, Jo Wilson, Keiran Manners, Tanesha Wedderburn

## Kudos

**K**udos is the rebranded ISCRE Leadership Academy established in 2010 and is a high quality leadership and personal development programme for African and Caribbean boys between the ages of 8 – 18. Qualified teachers, cultural practitioners, youth workers, business leaders and social workers have developed an interactive and culturally sensitive curriculum.

Kudos seeks to positively impact on the young people's learning in order to ensure they meet their full academic and leadership potential. It does so through developing their leadership skills which in turn helps them broaden their horizons, raise their aspirations and prepare them for corporate and community leadership.

Kudos is not an alternative to school, in fact we actively work alongside schools to ensure best practice is carried out and the young person's needs are met fully. The links that are made

with the business community provide vision, hope and purpose.

Kudos has a dual function in terms of engagement with young black men. The issue of the disproportionate number of young black men in the criminal justice system can be reduced by giving young offenders eligible for release on temporary license the opportunity to work as practitioners and volunteers with us. This year two young people from Warren Hill Young Offenders Institute have worked with Kudos to achieve positive outcomes. Kudos is based at the inspirational learning venue Suffolk One.

Kudos completed 4 successful pilots:

Registered 30 primary school children to the programme

Engaged with 15 parents and held focus groups discussing educational issues

Worked with 2 young offenders who supported boys on the programme

15 volunteers worked on the programme

105 hours of activities for students

## Lowestoft

ISCRE's presence is important in this area of Suffolk, where there is a growing Black and Minority Ethnic (BME) community and groups supporting them. Outreach headed up by Tessa Triumph has played an important role in ensuring ISCRE represents the issues that matter in this area. Helping facilitate meetings with BME groups and individuals with the Police and the Hate Crime service are examples of as well as referring people into the Suffolk Discrimination Law Service (SDLS) and Citizens Advice Bureau (CAB).

Groups like the Waveney Bangladeshi Forum and Waveney Ethnic Minority Partnership are doing really positive activities to bring communities together, and ISCRE has been pleased to be invited to some of this great work. The 'Are We Being served' event referred to under the MECAN section below secured the support of many communities all expressing concerns about investment into BME communities and access to services. The agencies responsible for providing services were able to listen and network and review how they were meeting the needs of BME communities in this area.

The "Our Kirkley" event at *The Community Forum* was a two-day festival, aimed at attracting members of the community into the Kirkley centre to see what services were on offer and to offer suggestions for future services. ISCRE had a lot of interest at it's stall and we were able to broker partnerships and referrals.

ISCRE was also represented at an Anne Frank event in HMP Blundeston. It was the knowledge imparted by prisoners to visitors at the exhibition, where each of the guides was able to offer a personal insight into the impact of hate politics that was most powerful. ISCRE hopes that a relationship will emerge with HMP Blundeston as a result.

Over the past two years ISCRE has been effectively represented and has established and built supportive relationships with potential partners. Critically ISCRE has received feedback from community and agencies that it is raising much needed awareness more widely

of race equality and community cohesion, in a difficult and isolated geographical area of Suffolk.

## West

As with Lowestoft the BME community in the West of Suffolk has increased significantly, and ISCRE felt it was important that there was representation, Jo Wilson heads this up and has ensured issues of race equality have a platform. The work has included one to one support with individuals facing discrimination and ensuring referral into SDLS and building relationships with agencies.

There has been an important focus on young people in the work undertaken. Generation Rootz ([www.g-rootz.co.uk](http://www.g-rootz.co.uk)) became the main focus of our work. An intergenerational project aimed at understanding attitudes to and addressing racism within different generations. Young people as volunteers received training to understand racism, and then held interviews with older people to explore issues of migration to the West of Suffolk. This project has three stages delivering activities for young people in Newmarket and Bury St Edmunds. The views and opinions of young and old are encouraging as difference in society is embraced. The third stage will take place in Sudbury. The outcomes are sustainable as the interviews are captured on DVD, and will be used as a training resource for young people and agencies.

Over the last three years, as with Lowestoft, ISCRE has developed a much needed presence, providing advice, support and assistance to agencies and communities. People tell us we have made a difference and encouraged conversations about racism, where previously it had been too uncomfortable a subject to talk about.

## Prisons

ISCRE is currently involved in driving forward the race equality agenda in some of the local prison establishments in Suffolk and have developed links and carried out work in prisons in the surrounding area. Since the appointment of the new community diversity officer, Keiran Manners, in October 2010, ISCRE has

become an active member of the Diversity and Race Equality Action Team (DREAT) at HMP Highpoint and YOI Warren Hill. The DREAT is made up of members of prison and non-prison professionals responsible for addressing diversity inequalities and are central to the way prisons structure and achieve equality for adult offenders and young people serving custodial sentences.

A fundamental aspect of ISCRE's work during 2010-2011 has focused on supporting the prison establishments through the changes they have experienced as a result of the new equality policy and legislation implemented by central government in late 2010. ISCRE has had the role of supporting race equality space/ diversity agenda within the prison establishments it works in, influenced heavily by the fact that minority ethnic groups are over-represented by over 400% within UK prison establishments (Prison Service Journal, 2010). This figure is also reflected in the ethnic breakdown of the prison establishments in Suffolk where over 50% of offenders come from BME backgrounds.

ISCRE was appointed on the recommendation of the prison establishments' senior management team, to help increase the confidence offenders have in the equality systems used and help to identify areas where improvements are needed. To do this ISCRE has been involved in supporting different aspects of the equality system since October 2010.

## Police

The majority of ISCRE's work with the Police relates to Stop and Search. Importantly our Discrimination Law Service runs the third party reporting centre for complaints against police and provides policy advice and guidance.

The BME community led reference group, supported by volunteer members of the community continues to make an impact. Home Office data shows that Suffolk has moved from 7<sup>th</sup> highest in disproportionate stops for the black community to 22<sup>nd</sup>. The community led group is recognised as best practice by the National Police Improvement Agency and Open Society for Justice Initiative (OSJI). It appears

in the OSJI Best Practice Handbook soon to be published. Additionally as a result of a visit from Leicestershire Police a group has been set up in Leicestershire.

ISCRE is a member of the national StopWatch action group, hosted by the Runnymede Trust which works with communities, ministers (political and religious), policy makers and senior police officers to ensure that reforms to the police service are fair and inclusive. The aim is to help make better policing for all.

Partnerships with action groups like StopWatch is important. For example together we have been concerned about the recent changes to the Police and Criminal Evidence Act (PACE) in respect of the recording of stop and account and stop and search. Changes proposed by central government, have been without community consultation or a community impact assessment. ISCRE, along with Stopwatch has actively been involved in campaigning against these changes, including writing to Suffolk MPs.

Through Stopwatch we have attended the House of Parliament All Party Parliamentary Group on Race and Communities on 2 occasions, taking young people with us.

ISCRE's close relationship with other members of StopWatch such as Open Society Justice Initiative led to an invitation to present a paper in New York, USA for a UK/US Roundtable called Current Debates to address Racial Disparities in Police-Initiated Stops.

### Stop and Search

- Over 50hrs have been spent auditing 442 Stop & Search forms
- 24hrs spent attending 8 Reference Group meetings
- Over 45 community members attended various Reference Group meetings
- Over 100hrs spent promoting, organising, campaigning for the Reference Group

## Schools

Working in schools to support them and their students with Race equality issues is an area of growth for ISCRE. We are usually invited in when a school has recognised it has an issue



or a parent makes contact. Our work spans training for front line staff in recognising racism and supporting children, looking at schools policy and curriculum and providing one to one mentoring with young children.

## Youth Offending Service

Suffolk Youth Offending Service (YOS) is a multi-agency organisation made up of staff from the police, probation, health and the local authority. The YOS works with criminal justice and children's services with children and young people who have offended or who are at risk of offending. The YOS Management Board is made up of the same key stakeholders but also includes community groups and organisations like ISCRE.

Linked to our contribution on the Board, Suffolk County Council Youth Offending Service (YOS) approached ISCRE to conduct a small research project looking into their service. National data surveys have identified a significant over-representation of BME young offenders receiving custodial sentences and re-offending nationally. This has also been the experience in Suffolk. This will be reported on later in the year.

## Youth Service

Suffolk County Councils 2007 OFSTED report of the Youth Service identified some key areas for improvement relating to equality and diversity. Additionally, a BME Staff Survey was carried out in October 2008. This raised some serious issues relating to BME work, awareness and perceptions and reinforced the need to address the issues raised in the inspection. ISCRE facilitated a very successful event involving 60 staff from Suffolk County Council Youth and Connexions service and some

voluntary sector groups working with young people.

The aims of the training day were:

To enhance self awareness of the learned behaviour of prejudice

To enhance awareness of the covert experience of racism and how that impacts on the delivery of services

To hear examples of good practice

To agree personal action plans

Awareness raising events like ours are even more critical during periods of change to ensure provision meets the needs of all young people

## Race Hate Crime Buddy

The scheme to train volunteers to help those who experience hate crime came from the community. There was the recognition that many people within the community were already providing informal support and some wanted a little more help with this. Additionally, the traditional victim support structures in Suffolk are not representative of Black and Minority ethnic communities.

This scheme has grown and in partnership with Ipswich African Cultural forum, we now have up to 29 volunteers ready to provide support when we launch in July 2011.

Funding from the Ministry of Justice will allow this scheme to further develop. ISCRE along with consortium partners Optua, JIMAS, OneVoice4Travellers, Victim Support Suffolk and Suffolk Lesbian Gay Bisexual and Transgender (LGBT) network looks forward to



enhanced support for people who experience any hate crime.

## MECAN

**M**inority Ethnic Community Action Network.

It is a network for the BME community, giving community organisations and individuals the opportunity to be part of decision making and influence change. MECAN also brings the different community groups together to discuss similar issues and differences in a positive and safe environment.

MECAN held four significant events this year, all in partnership with the Statutory sector, reaching over two 200 people from the BME Community. Through these many events the BME communities were able to share their experiences and raise concerns. Statutory and Voluntary organisations were able to hear the issues and take it back to their organisations to improve services for the BME community.

### Question Time in Suffolk

Over 60 people attended the event with the community asking questions about the delivery of services of senior representative of Health and Education providers

### Are We Being Served – Lowestoft

More than 40 people attended the event. 16 identified themselves as from the BME community. There were around 20 delegates from statutory and voluntary organisations.

### Are We Being Served – Ipswich

More than 120 people attended with over 60

people from the BME community. With around 30 delegates from statutory and voluntary organisations.

### Passing the Baton - Newmarket

This project has brought younger and older people together to explore Racism through media, questions and stories. Just under 60 people attended the event, mainly from the BME Community of the Forest Heath area.

### BME Congress

81 people in total attended Suffolk's 1st BME Congress to discuss areas of concern and opportunity in a safe environment. Guest speakers from national organisations such as Runnymede Trust; Operation Black Vote; Voice4Change; Minority Ethnic Network in the Eastern Region and Black Training and Enterprise Group came together for this event.

- MECAN has over 250 members; this includes reaching and sharing information with 30 community groups.
- 22 issues of the MECAN Newsflash sent out

## University Campus Suffolk

- Attended 4 Equality and Diversity Committee meetings to support University Campus Suffolk in working towards meeting their equality duties.
- Prepared for and attended 5 Equality and Diversity Sub Group meetings looking at how policies and practice impact on the students, making recommendations for change.



- Engaged with over 24 students to ask them about the admissions process into the University
- Conducted a 'Dealing with a Complaint of Discrimination' workshop for 20 Chartered Institute for Personnel and Development students.

## LEGAL SERVICES Suffolk Discrimination Law Service (SDLS)

Audrey Ludwig, Sallie Davies, Letha Evelyn, Jamie Scoulding

This year has been our most successful and productive yet for Suffolk Discrimination Law Service. As many of you know we provide pro-bono (free) legal advice and advocacy to anyone experiencing all kinds of unlawful discrimination and harassment in Suffolk and Norfolk.

We exceeded the output targets set by our principle funder, the Equality and Human Rights Commission. Whilst we are most grateful for the funding there has been a large administrative burden attached, with significant changes to the reporting of outputs halfway through the year.

We continue to run outreach services in Lowestoft and Norwich as well as helping people from all over Suffolk and Norfolk in person, by telephone, email and occasionally home visits from our base in Ipswich. Our team has expanded with the arrival of Sallie Davies, here on paid part time secondment from her work as employment solicitor at Gotelee Solicitors. In addition one of our volunteers Jamie Scoulding was taken on as a part time Administrative Assistant.

Whilst compensation is not the primary aim of clients (compensation levels are modest - Employment Tribunal and EAT statistics 1 April 2009 to 31 March 2010 <http://www.justice.gov.uk/publications/docs/tribs-et-eat-annual-stats-april09-march10.pdf> show median awards of £5,392 for a race discrimination claim; £8,553 median award for disability discrimination claim) it can be a motivator for change. Our clients received **£68,400 compensation in 2010-11**. Quite a few got their jobs back or changes made to allow them to stay in work. We also helped clients get significant changes to business premises (to allow for accessibility) or companies agreeing the training of their staff in equality and diversity.

Training and education is an important part of our work. We established the Suffolk Discrimination Advice network to deliver Discrimination training and to improve referrals. As part of this we held 2 training sessions on Discrimination in Employment and in the Equality Act, reaching over 30 people from statutory and voluntary sector organisations. We have delivered awareness sessions and talks for other groups such as Suffolk Access group. Additionally we presented to more than 20 members/community leaders of the Stop Search Reference Group on disproportionality and use of police stop and search powers and legal remedies.

The Government Equalities Office recently consulted on proposals to end the grant making power of the EHRC and to cease funding in all legal cases. In their place they are proposing a one-size-fits-all telephone information only "helpline". We have responded strongly to the consultation, explaining how vital the service is, how cost effective providing this service is (in keeping people in employment and reducing mental health costs)...so far to no avail. As a consequence, we have no secured funding from April 2012 onwards. We will make all efforts to keep this successful project going and look to you for support.

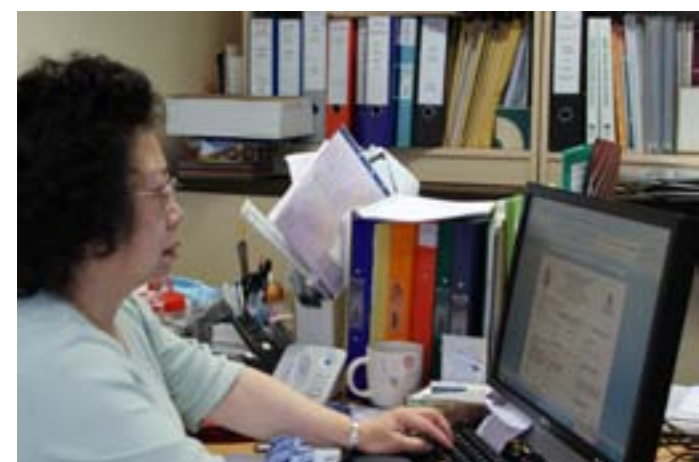
Law Advice Centre



Our Law Advice Centre (LAC) is officially a LawWorks Clinic and runs every first and third Thursday evening of every month. This centre is supported by an exceptional team of lawyers, coordinated by Gotelees, who volunteer from local firms both in and outside the region. Our insurance is provided by the Suffolk and North Essex Law Society. A new handbook package for the law volunteers has been developed this year to ensure lawyers are fully prepared and that clients get the most from the session.

The LAC has seen 87 clients this year a slight decrease from last year's 108, due to some changes within law firms and a higher proportion of non-attendees. Clients are often very marginalised and ISCRE staff are very proactive in encouraging people to attend their appointments. The data shows us that employment related matters increased.

In the current political climate of significant cuts to Legal Aid, this centre is for many their only opportunity to seek sound and qualified legal advice, in a safe and welcoming environment.



TRANSLATION AND INTERPRETING PROJECT (TIP)

Annie Chow, Aubrey Mason, Karen Hawtin

2010/2011 was a mixed year for TIP and the economic and political climate has had a significant impact on business. We have though continued to serve the public as we have done for the past 15 years. We are essential in helping Black and Minority Ethnic communities in Suffolk and neighbouring counties access public services by removing the language barrier.

We also help interpreters to gain local and national qualifications by arranging training for them. We completed one DPSI (Diploma in Public Service Interpreting) course in June 2010 with 14 candidates in 4 languages – Arabic, Kurdish, Polish and Russian and one Foundation Course with 15 candidates in 6 languages – Chinese, Czechoslovakian, Latvian, Lithuanian, Polish and Portuguese in July 2010. As a direct consequence, we added more qualified and bi-lingual interpreters to our books. This builds the formal qualifications of people in the community. It also helps us maintain the quality of our service and gives the public more confidence in using our service.

In addition, we ran four successful courses for front line service users on "Working with Interpreters". There were 44 delegates benefited from the 4 courses. One of the courses was run on customers' site with topic tailored to their professionals. This type of course empowers staff and helps ensure the barrier of language is removed at the point of service access. We provided detailed case studies and information for the East of England Local Government Association NHS East of England Commissioning Framework for Language Support. This means TIP has influenced best practice and guidance across the region in respect of language support in health care settings.

Despite the challenges we are confident that TIP will remain an important local social enterprise delivering positive social outcomes.



KUDOS

Parents

'Kudos is a school of excellence. My son has matured, become more intellectual and inspirational to everyone in his family. He has learned skills and gained knowledge that he would not achieve in mainstream school. My son and other black boys need Kudos to give them the grounding, power, stability and support through and within educational systems. As well as so they continue to grow into solid well balanced pioneering young men. I am so glad that Kudos exists and look forward to the next programme.'

'Kudos has inspired the boys. There is a noticeable difference in their behaviour & I feel they have higher expectations of themselves. Kudos has had a positive effect on their self esteem. The staff are truly motivated and enthusiastic. I can't thank them enough.'

Students

'I used to be angry before I started going to Kudos, now I handle things better.'

'Things I have experienced at Kudos are things



that I never would have the opportunity to do at my school'

## PRISONS

### Offenders

“It is important to have ISCRE here as behaviour has improved by staff.”

“For me Keiran Manners has provided an excellent enrichment activity which has enhanced my course and has provided the men in my class with answers to their questions and an opportunity to air their views to someone with a lot background knowledge.”

“I believe ISCRE has helped me and other to achieve impossible goals in prison.”

“I found that Keiran Manners has been a fresh and new progressive addition to HMP Highpoint.”

### Prison Staff

‘Ipswich and Suffolk Council for Race Equality (ISCRE) works in close partnership with young people in custody at HMYOI Warren Hill by providing support and guidance in matters of racial equality and diversity. The service they offer is well received and is seen as good third party sector working.’ Warren Hill

## SCHOOLS

### Staff

‘It seems racism is more of a problem than I believe it to be’

‘I have learned that a small incident can be a trigger for racial discrimination’

Hello Jane

I wanted to let you know how impressed I was with the training led by Leon at Langer on Thursday 7<sup>th</sup> November.

The session was of a very high quality - the inclusion of Michael and the story of Chris was very powerful [there were tears] but the way in which Leon, supported by Kieran, created a



safe, open and non-judgemental atmosphere led to a highly interactive and at times very open, frank discussion and debate. All of which can only empower staff knowledge and confidence.

Best wishes

Catherine Banthorp

Headteacher, Langer Primary School,  
Felixstowe

## RACE HATE CRIME BUDDY

‘I met a man who was a refugee from Afghanistan who had been living in the UK for 12 years. He started to tell me about how as a taxi driver he was being exploited by the taxi firm, but that no one was interested. He felt he was given very little work by the firm. When he was given work he said people would spit at him and kick his car. He told me that he had never harmed anyone, but that he was called a terrorist. As he talked to me he was really upset and pulled at his lips saying that he felt like he had no voice. He pulled at his lips so hard that they bled. I think that by becoming a Buddy I can really help. I think the project will help give him his voice – he had the additional barrier of language. As a Buddy I can take the time to hear people’s story and help them get their story out there so something is done.’ MM

‘I am a refugee from Zimbabwe and have lived in the UK since 2002. I applied to enrol on a course. I attended a group interview and was then invited to wait with others for individual interviews. Thinking back I remember all the white applicants went in first; I am black. As they came out they said it was not really an interview, more a getting to know you process. When I went in the man interviewing asked if I had come to Britain as an illegal immigrant and why I was here. I was surprised as it was not relevant to the course I was applying for, but I tried to explain.

The man then told me my academic level was way too low ‘down here’ he said as he gestured under the table. He indicated I would need to be at a level ‘up here’ as he gestured above his head. He told me the gap was too wide. He told me I could not write and could not do the course. I asked him why he thought that and referred him to my application form where I said it showed that until I had to leave South Africa I was studying at degree level. First he argued that I had not stated this – then, when I showed him the information on the form he threw it onto the table in front of me. I got very upset and tried to argue my point. He told me to shut up; he pulled his ears making monkey gestures and told me to listen to him.

I could not sleep that night – I really thought I was going to die - my heart was beating. I had put so much effort into my application for the course. I had waited 7 years to get my decision to be able to stay in the UK. During that 7 year I had to live on vouchers, as I was not allowed to work. I could not pay for the bus as I only had vouchers so I had to walk. I could not buy a soft drink in town I had only vouchers.



Getting my status meant I had opportunities – an opportunity to do something with my life. Getting on this course was this opportunity. This man made me feel so angry - but also so small.

Thankfully I had a friend who knew about the Ipswich and Suffolk Council for Racial Equality; he talked with me and helped me get in touch with them. Once they got involved it made such a difference. They quickly wrote a letter and eventually I was interviewed again and got onto my course. Almost every day I meet someone like me who has experienced racism. There are so many people who just do not know what to do or where to go. There are already good people like my friend out there helping people. I have chosen to become a Buddy because I think a project like this will grow and help formalise a way of making sure that people get the right help at the right time.’ Anon

## YOUTH SERVICE

### Staff

‘Reminded of my white privilege and the power I hold that Black African Caribbean young people don’t have.’

‘Communication is the key. Assumptions are easy to make and can be destructive. Don’t let fear of getting it wrong stop you from intervening’

‘I think someone high up needs to challenge schools to tackle the issues rather than take the easy way out - more teachers on training - early intervention.’

Case Studies

An experienced youth support worker who had been bullied by a colleague to the point of nervous breakdown which then led on to diabetes. After spending 18 months on leave of absence she came to us. With our help and through a series of grievance meetings and patient negotiation with the employer, she was able to return to work with reasonable adjustments.

A woman on a three month contract whose contract was not renewed after she informed her employer she was pregnant. Others taken on at the same time had their contract renewed. We filed a claim for pregnancy discrimination in the Employment Tribunal and obtained a settlement of £8000.

A black Deputy Headteacher experienced unpleasant behaviour from a new Headteacher from the moment she arrived at his school. He filed a grievance and a day later was suspended for disciplinary investigations. Seven months later he was still suspended and his grievance had not been dealt with at all. We filed two claims of race discrimination on his behalf and are about to enter judicial mediation.

A childcare assistant, who had worked happily in a crèche for over 2 years, was considered a health and safety risk when she was diagnosed with dyspraxia and was finally dismissed. We helped her win an appeal against dismissal. She was still not allowed back to work so we filed grievances and took a claim of disability discrimination to the Tribunal. The case was settled for £6000.

A Gypsy woman, well known in her area, had been followed by the store manager of a chain store as soon as she entered the shop. His comments and behaviour clearly showed that he considered her a potential shoplifter. We complained of race discrimination on her behalf and arranged mediation. The result was compensation for the woman, an apology and an undertaking by the chain to train all staff in equality and diversity.

A shopworker who ran a Sunday School

was sacked after she refused to work on a Sunday, despite this having been agreed at her interview. We advised her that she had been discriminated against because of her religious belief appealed against her dismissal and accompanied her to the appeal meeting. She was reinstated in her job.

An Asian family living in a block of flats had their lives made a misery by a racist neighbour. We wrote to the neighbour and to the management committee of the flats threatening legal action. The harassment stopped and the family can now live in peace.

**LAW ADVICE CENTRE**

Such is the reputation of the LAC, with our wonderful work attracting both regional and national attention, that, again, we received a visit from Law Society headquarters, the Deputy Vice President, Lucy Scott Moncrieff, making a special visit to mark the opening of the Law Society Pro Bono week on 8 November 2010. The number of local firms now involved with the LAC has grown to 8, and thanks to the enthusiastic support of the Committee of the Junior Lawyers Division the pool of dedicated volunteers now exceeds 20. The LAC is a partnership, a collaboration of like minded people, determined, in the face of all attempts to restrict access to justice, to provide a quality pro bono service for some of the most vulnerable people in the locality. This has been the best year to date for the LAC; huge thanks are due to those involved, the ISCRE staff, the volunteers and LawWorks.

*Jonathan Ripman Partner at Gotelee Solicitors*

**TIP**

Case Study

A patient asked her daughter, who was born and brought up in UK, to read and explain to her an appointment letter. It was a breast scan



appointment. Her daughter said, “You need to undress and will be asked to stand in front of a machine, then your breast will be pressed and squeezed “away” in the scanning process.”

The patient was so scared and refused to attend the appointment. But she was given a second chance though she failed to attend the first one. This time she asked an interpreter who was provided to her in another service about the scan appointment. With the help of the interpreter, she understood what it was all about and was so happy to attend her appointment.

Using professional interpreters to help people whose first language is not English is essential, not just saving a lot of time, it may help saving a life.

## Customers

“It raised my awareness of how the client feels and I can now address their needs better” St. Edmundsbury Council

“Very good course, made me think more about cultural issues.” St. Edmundsbury Council

“The course is useful in helping to understand the difficulties and subtleties of interpreting. Suffolk County Council Children and Young People

“Excellent course! I learnt different methods of interpreting, i.e. simultaneous which I will use in the future.” Ipswich Borough Council

“Please pass my thanks and my Team Leader’s thanks onto your Team for your excellent Interpreters and their valued work.” CYP South Suffolk Clusters

“That’s fantastic service! Thank you for getting these to me so quickly.” Suffolk Hate Crime Service

“Just to confirm I have received the translated document, thank you very much for the prompt service as always.” Speech & Language Therapy Suffolk Primary Care Trust

“Thank you for your email and the translated letter. I am very impressed with the speed of

service!” Partner & Notary Public/ Marshall Hatchick Solicitors

## MECAN

‘I found this a useful event and was somewhat concerned with the experiences that people have had but more concerned that the conditions are not there where people feel they can make representation about their treatment or behaviours being exhibited.’

‘It is very difficult not to be simultaneously moved and at times shocked by the personal testimony of individuals who have had to deal with real prejudice and racism.’

‘Very informative and beneficial. Looking forward to the next few Congress – with participants presenting what outcomes from this Congress. Presenters-Excellent, thought provoking. Facilitators – Very good, enthusiastic. Hospitality Team – Thank you, a very good variety selection at lunch. Congratulations – Thank you to all – Please keep on, together we will raise the equality and diversity agenda to individual BME’

‘I didn’t realise such events (BME) were advertised or existed. Thought provoking day! Thank you. I would like to be a part of MECAN’

‘The BME congress is a crucial step forward for Ipswich and Suffolk. Participants showed their willingness and commitment to playing their part in addressing inequalities and building a successful multi-ethnic Suffolk. I hope that government and the rest of civil society in Suffolk will now join them in action to create a fairer society. ISCRE and its partners should be congratulated on this event of national significance. Other parts of the country have much to learn from their experience’ Rob Berkley Runnymede Trust

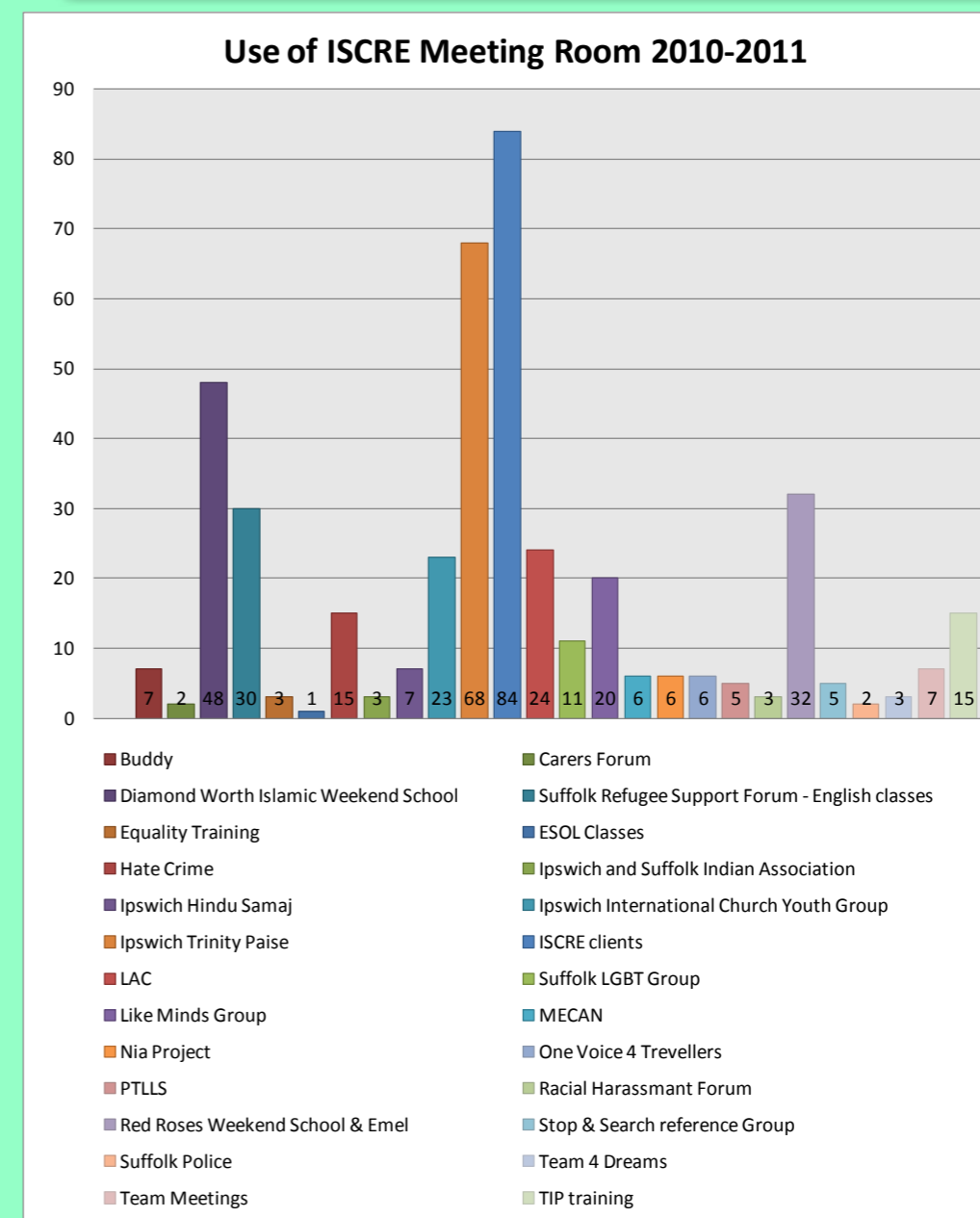
## UCS

“I would definitely approach a grievance hearing especially race related in a different way with more empathy and everyone’s interest”

“Very good session – thanks!”

## Office

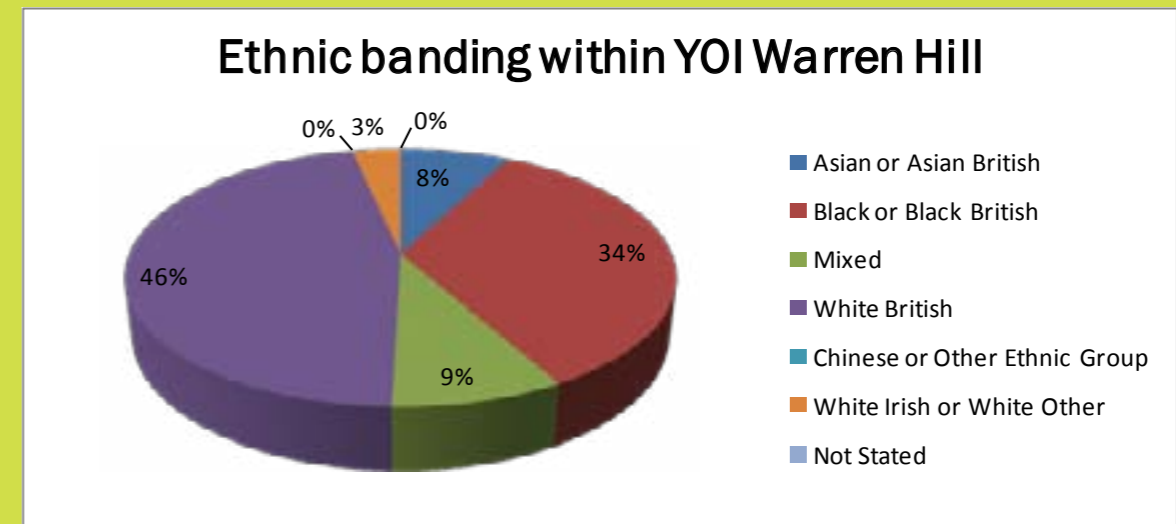
The chart below shows the number of volunteer hours during 2010/2011. In total we secured 1,573 hours of legal volunteers. The rest were people volunteering to support ISCRE and TIP’s general and project activities



# Prisons

- Making direct contact with 85 different offenders and supporting their needs based on an individual or group basis.
- Taking on 3 boys for work experience from HMP Warren Hill.
- Gaining employment for one detained adult at HMP Highpoint due to start on his approaching release date.
- Co-ordinated 5 work placements for detained adults at HMP Highpoint awaiting their ROTL (Release on Temporary License) or 'day release' status, wanting to gain experience in developing their own business.
- Spending a total of 392 hours within the establishments.
- Spending 24 hours in DREAT meeting where current issues and future work has been planned and allocated to team members.
- Spending 20 hours in Race Representatives meetings where Offender representatives from each wing within the establishments meet with ISCRE and prison race equality staff to highlight and discuss Offender perspectives of equality issues and concerns.
- Spending 12 hours in Foreign National meetings where Foreign National Offenders many of which are awaiting deportation or transfer to a deportation centre discuss concerns and difficulties faced within the

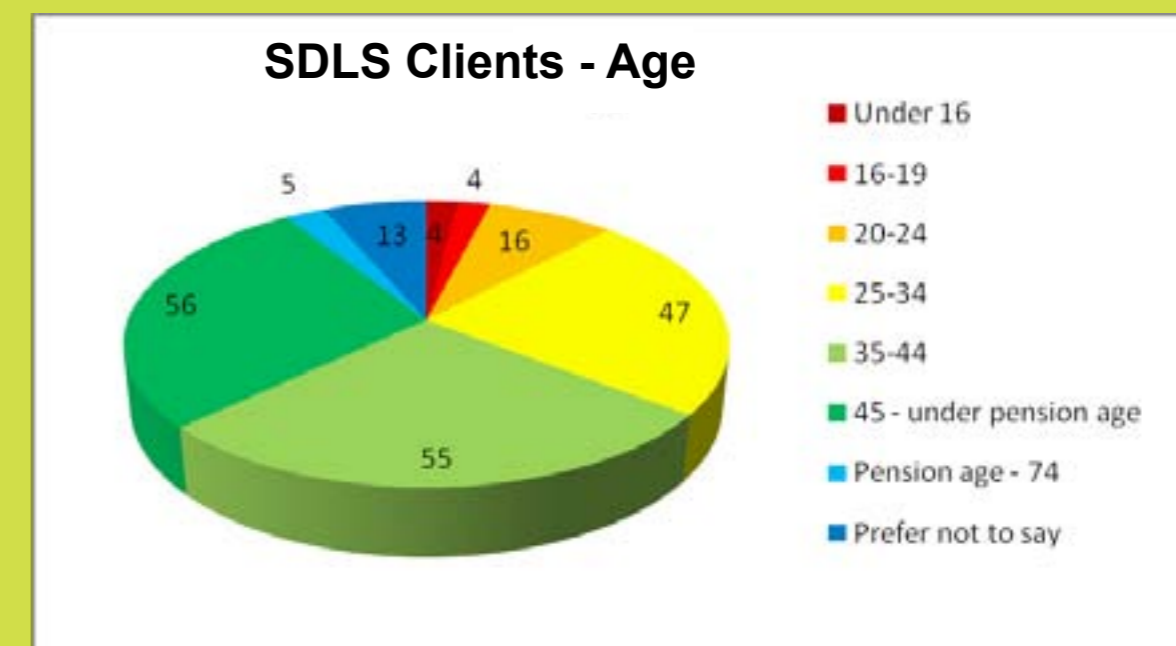
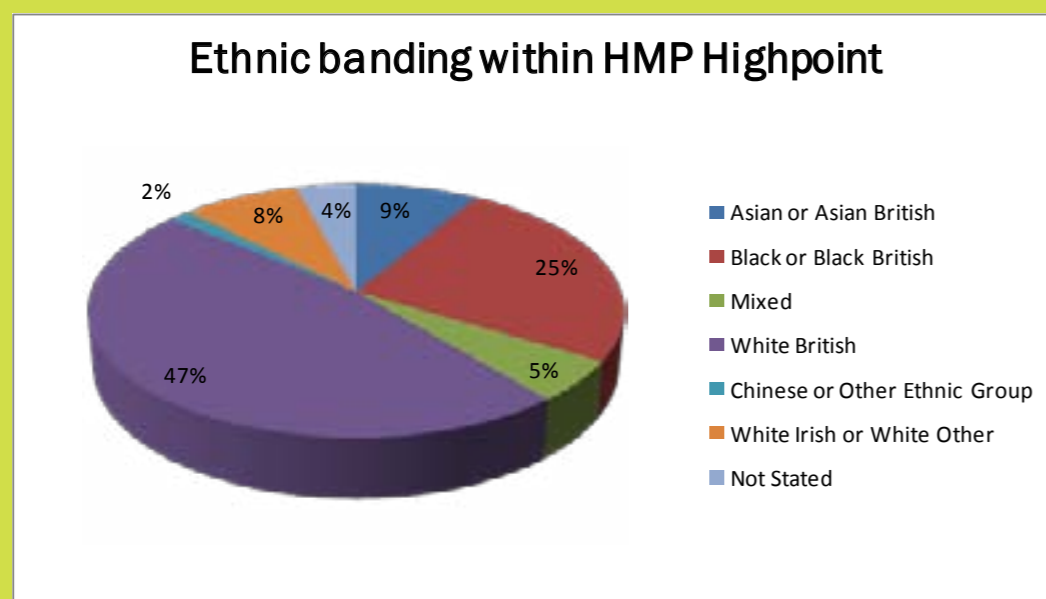
- establishments.
- Spending 20 hours in BME Forums for young people at YOI Warren Hill.
  - Training 12 race representatives on the new equality legislation at HMP Highpoint.
  - Facilitating equality sessions with 15 Offenders undertaking diversity courses within the education department at HMP Highpoint.
  - Contributing to the new diversity policy used within HMP Highpoint.
  - Implementing training sessions for staff at YOI Warren Hill on the impacts current practice has on the perceptions of BME young people within the establishment in conjunction with DR Sally Anne Ashton of Cambridge University.
  - Supporting and directing 4 cultural events within HMP Highpoint and YOI Warren Hill, including organising the celebrating of the 1st ever Persian New Year at HMP Highpoint in March 2011.
  - Carrying out 2 reports on the current equality systems used and making recommendations to the establishment senior management teams.
  - Carrying out audits on 20% of all DIRF (Diversity Incident Recording Forms) submitted at HMP Highpoint to assess the investigation process.



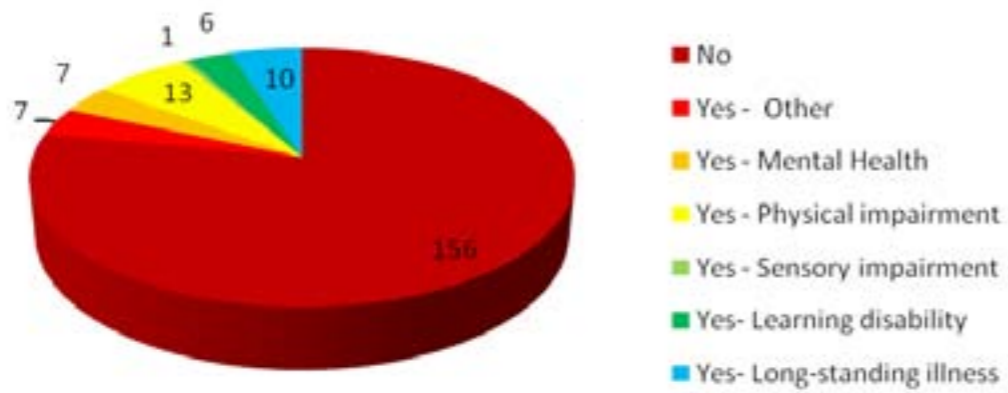
## SDLS

We advised **203 clients** on their rights; up from 124 in 08/09 and 158 in 09/10.

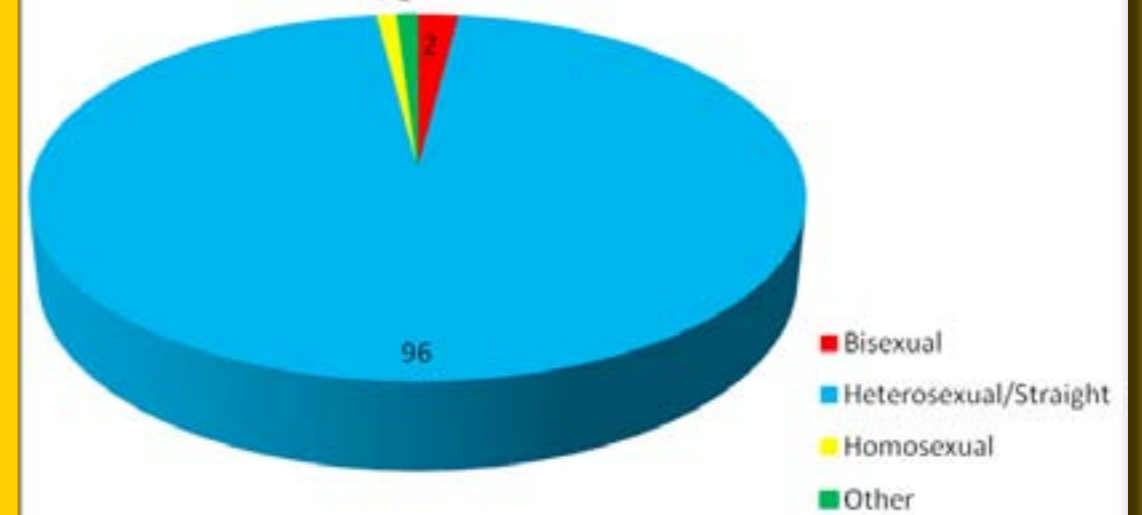
- Took 52 full statements
- Drafted 35 grievances or appeals against disciplinary
- Wrote 28 letters of claim
- Issued 12 employment tribunal claims
- Referred 16 clients to other specialist solicitors
- Advocated at 3 mediations



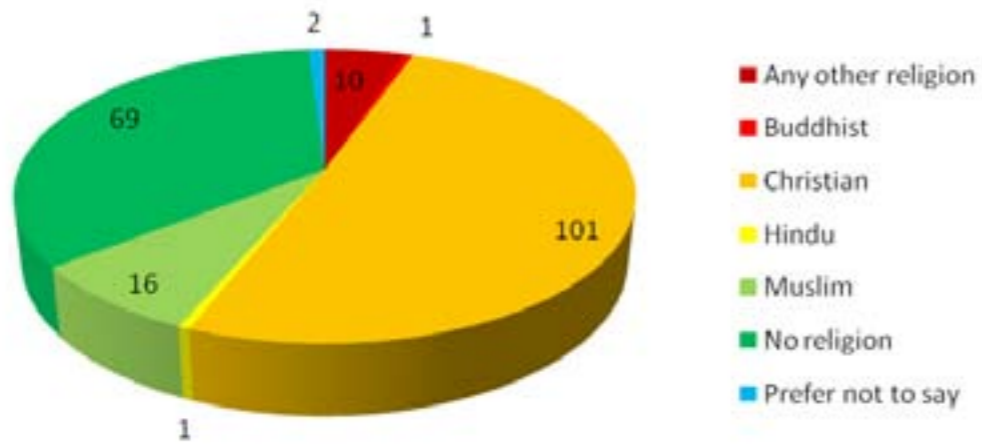
SDLS Clients - Disability



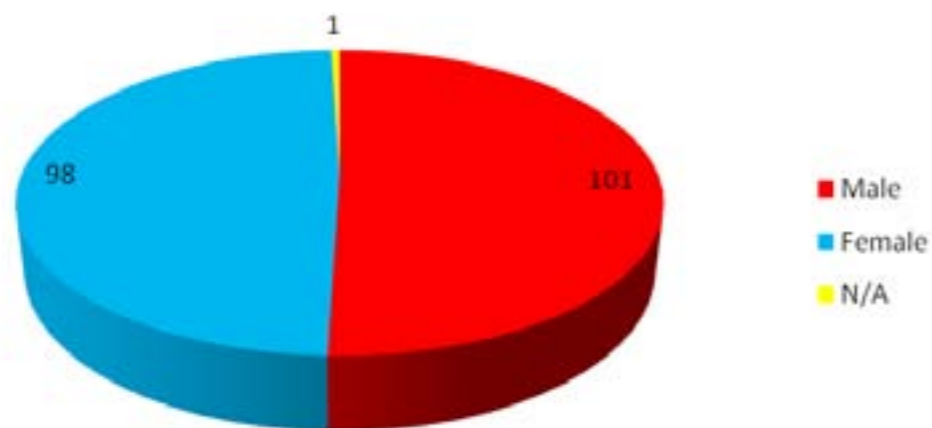
SDLS Clients - Sexual Orientation



SDLS Clients - Religion



SDLS Clients - Gender



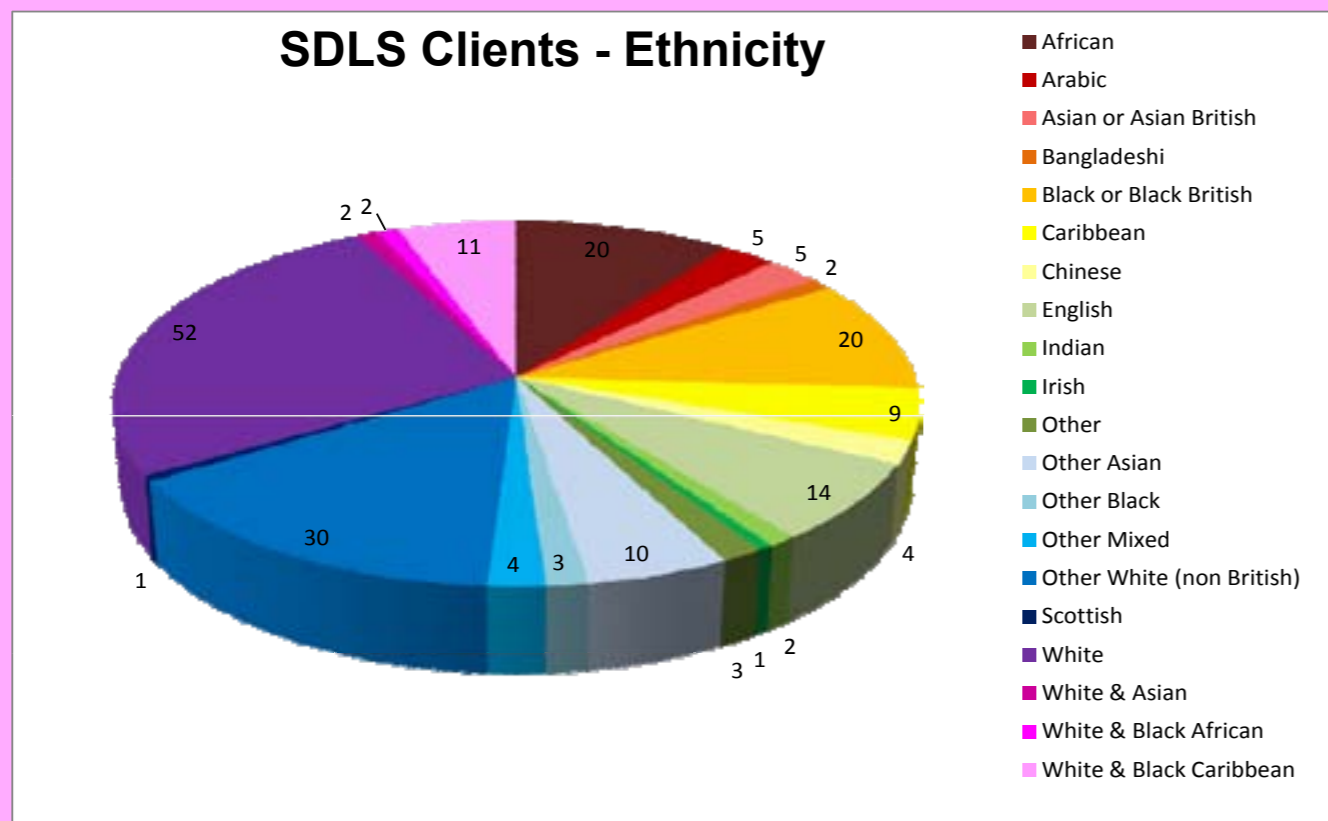
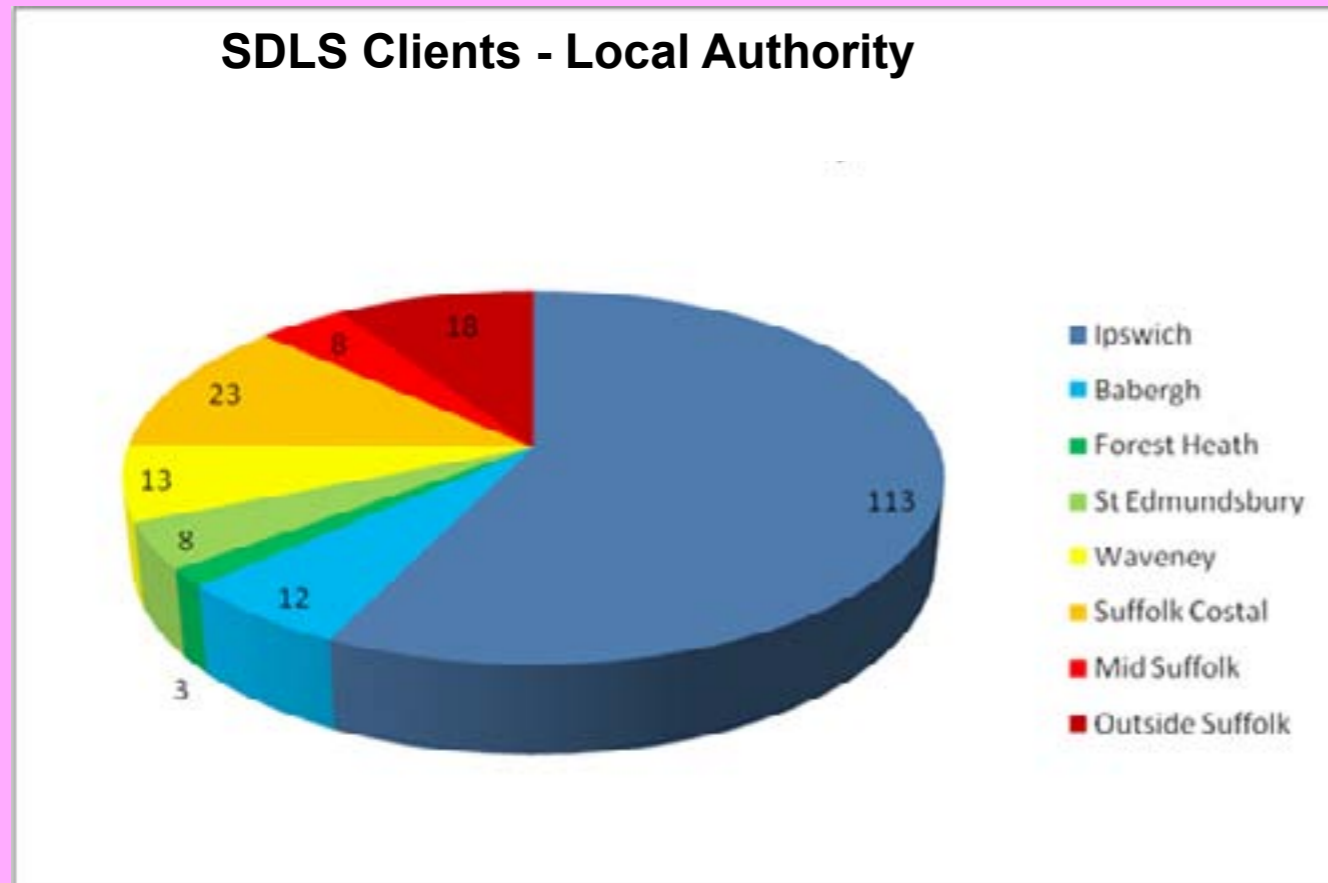
# Law Advice Centre

## Advice Categories

The table below shows the different categories of formal legal advice accessed through our Law Advice Centre.

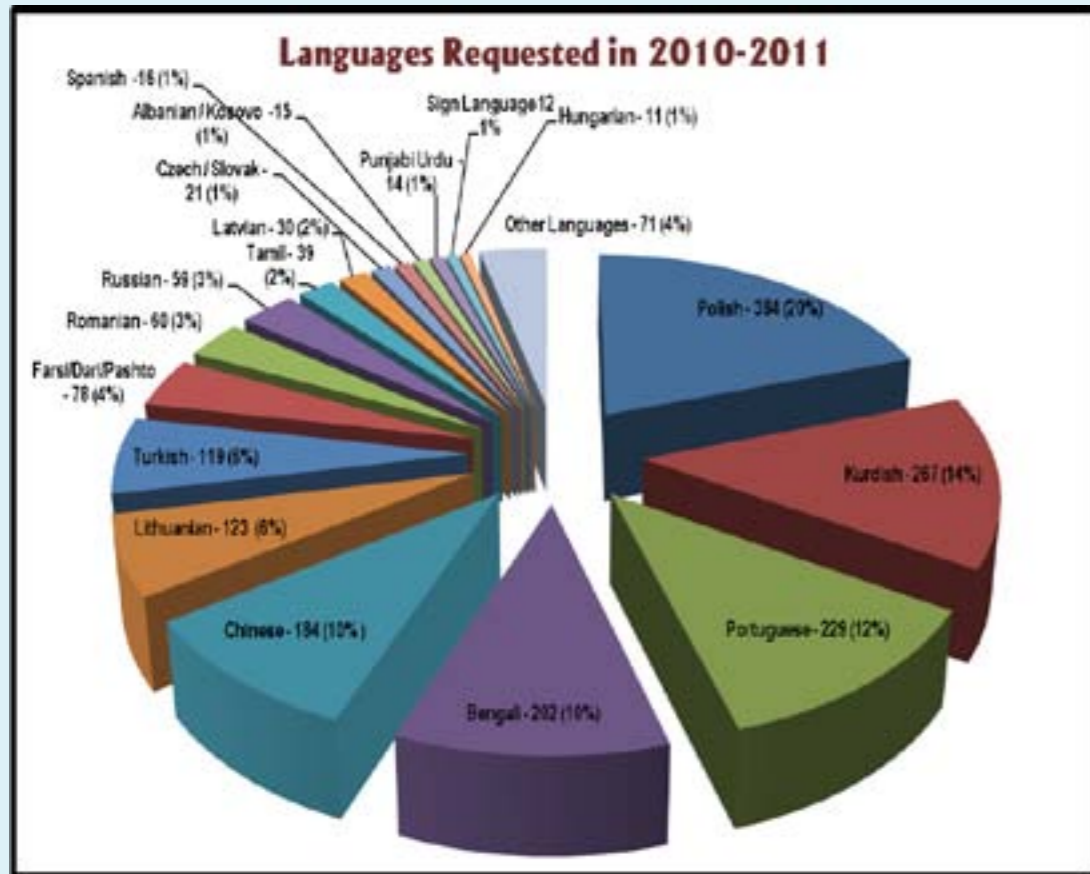
CONSUMER	DEBT	EMPLOYMENT	FAMILY	HOUSING	WELFARE BENEFITS	OTHER	TOTAL
5		29	29	14	1	9	87

The pie chart below gives a breakdown of the law firms' and their invaluable support of the Law Advice Centre.

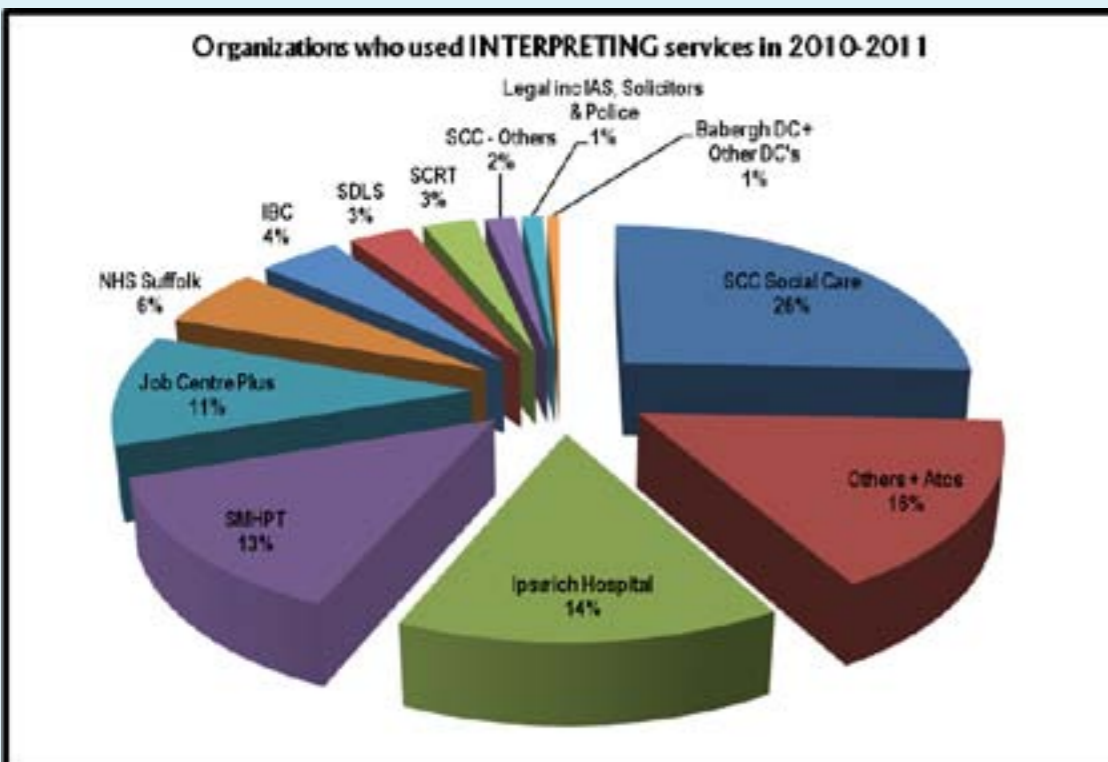


TIP

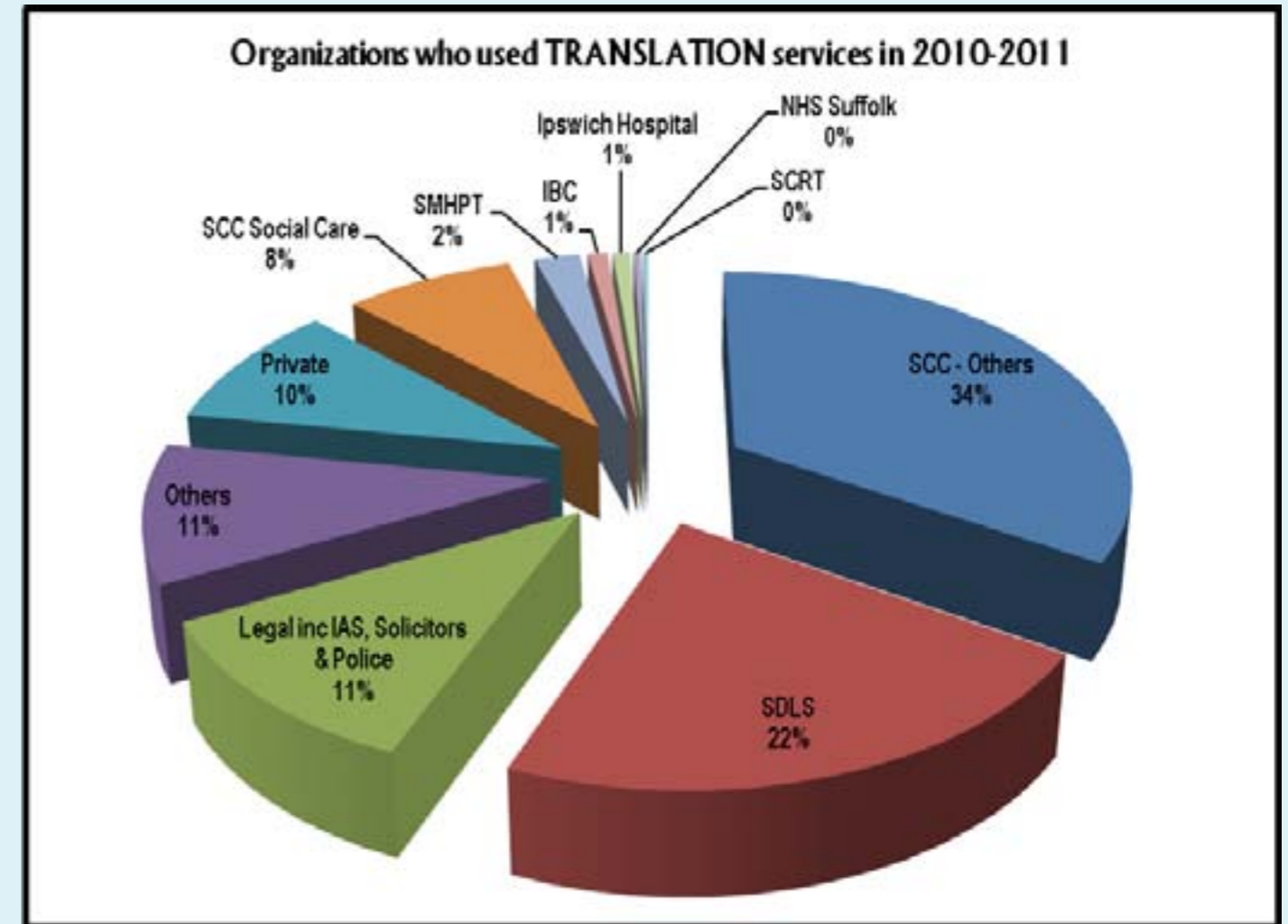
The Pie chart below shows the different languages requested during 2010/2011. There has been little change over the last few years, with the top 10 remaining the same



The chart below shows the range of organisations who used TIP for INTERPRETING work. In 2010/2011 we managed 1,920 requests which was an increase on 2009/2010. Of these 91 were urgent requests for same day bookings which were able to meet professionally and efficiently.



The chart below show the organisations who used TIP for TRANSLATION services. Although translation requests have dropped by 18% against 2009/2010 activity, private customers have increased by 36%. Out of 189 jobs, 17 were dispatched on the same day of request and 53 were dispatched on the next day.



# Thanks to our volunteers and funders

**VOLUNTEERS**

**General**

Agnieszka Zietek  
 Alex Blackett  
 Alex Boon  
 Angela Siwira  
 Bushel Moulton  
 Carlos Walker  
 Christopher Cumberbatch  
 Corisha Bailey  
 Cynthia Mensah  
 Danielle Bennett  
 Darrell Lane  
 Deborah Paul  
 Emel Kilickaya  
 Emilie Christensen  
 Erika Bulow-Osborne  
 Esmeralda Pelembe-Marsh  
 Fitz McIntosh  
 Glen Walters  
 Hemani Patel  
 Jennifer Sodimu-Jones  
 Jordan Dixon  
 Karen Gail Hawtin  
 Katie Woulfe  
 Kingsley Mensah  
 Manwar Ali  
 Milo Williams  
 Monica Redford  
 Muthoni Muya  
 Nisha Patel  
 Queenette Cunningham  
 Rajpal Singh  
 Rebecca Richardson  
 Rossanno Graham  
 Rushel Moulton  
 Shpetim Alimeta  
 Susan Barker  
 Venecia Allen

**SDLS**

Charlotte Nicholls  
 Clare Barlow  
 Eleanor Peaty  
 Elizabeth Tendai Ushewokunze  
 Farhana Hussain  
 Fenya Fischler  
 Grace Kelway  
 Graeme Ludwig  
 Henna Beg  
 Ibifuro-Danielle Fausat Favour  
 Onisarotu  
 Ivars Vilcans  
 James Barrie  
 Joanna Bennett  
 Joe Underwood  
 Joss Weir  
 Julie Ferguson  
 Kate Drury  
 Kaileigh Clarke  
 Louise Gittens  
 Martin Hynes  
 Matthew Ludwig  
 Rebecca Funnell  
 Ryan Gerrald  
 Saghar Roya  
 Shivali Naik  
 Shue Yin Lo  
 Sophie Mills  
 Steven Stroud  
 Sui Kok Lo (Scott)  
 Tiarnarch Collins  
 Vedita Subron

**Buddies**

Alison Begley  
 Aliucene Nhamajo  
 Amadu Balde  
 Charles Waweru  
 Cheryl Phillips  
 Chris Ward  
 Cumaraswamy Shancar  
 Gauri Desai  
 Glen Walters  
 Ines Moura  
 Jack Sicelo Nkala  
 Jamie Scoulding  
 Judith Bourne  
 Keith Solomon  
 Leonel Duarte  
 Maria Casaus  
 Martha Grace  
 Muthoni Muya  
 Natalia Furtado  
 Paul McIntosh  
 Polly Mutsuddi  
 Prachi Katdare  
 Ritu Srivastava  
 Rossanno Graham  
 Stephanie Palmer  
 Sumaiyah Jeelani  
 Vinaya Kulkarni  
 Vlademiro Gomes  
 Yvette Thompson

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

The Law firms who support our Law Advice Centre:

Attwells  
 Ashton Graham  
 Birketts  
 Eversheds  
 Gotelee  
 Margary & Miller  
 Prettys  
 Wortley Redmayne Kershaw

Ipswich African Cultural Forum  
 OneVoice4Travellers  
 Nia Project  
 East Side Young Leaders Academy  
 South Side Young Leaders Academy  
 Mike Shiner – London School of Economics  
 Paul Smith – Phoenix Technology  
 Mathias Edoh – CommunityFilm.co.uk  
 Paul Simon - Isaiah Consulting Ltd.  
 Richard Catherall – Face to Face  
 Jane Everest - Accountant  
 Michael Clarke – Local Actor  
 Kevin Ablitt for looking after our property

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

We especially thank:

Ipswich Borough Council  
 Suffolk County Council  
 Babergh District Council  
 Equality & Human Rights Commission  
 Minority Ethnic Network (MECAN)  
 Highpoint and Warren Hill Prisons  
 Norwich & Norfolk Race Equality Council  
 West Suffolk Local Strategic Partnership  
 Advice Services Alliance  
 Suffolk Foundation  
 Suffolk Constabulary  
 University Campus Suffolk  
 Ipswich Community Fund  
 BT Staff Charity  
 Connexions  
 Lowestoft College  
 Romany Heritage  
 Advice UK



**IPSWICH**  
BOROUGH COUNCIL



## 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



Ipswich and Suffolk Council for Racial Equality  
46A St. Matthew's Street,  
Ipswich, Suffolk IP1 3EP

Tel: 01473 408111  
Fax: 08719 004218  
E-mail: [office@iscre.org.uk](mailto:office@iscre.org.uk)

[www.iscre.org.uk](http://www.iscre.org.uk)