



# One Barnsley

In conjunction with

## **Barnsley Black and Ethnic Minority Initiative (BBEMI)**

Public Services - Targeting Barnsley's BME Community

Held on 29th January 2008

### **Draft Conference Report**

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## **1. Executive Summary**

This report provides the findings of the second successful conference arranged between Barnsley Black and Ethnic Minority Initiative (BBEMI) and One Barnsley, the Local Strategic Partnership for the Barnsley borough.

The aim of the conference was to seek the views of the Black and Ethnic Minority community of Barnsley and discuss the services they receive with representatives from that service. These included Housing, Crime and Community Safety, Community Cohesion, Health, Customer Relations and Young People, Families and Education

As a result of the conference, a number of Equality Priorities for race were approved as well as a suite of recommendations for services to action which will in turn help to deliver these priorities.

The report concludes with a brief description of the mechanisms which will help services to improve, deliver the priorities for the BME community and overcome some of the issues they face.

It is clear is that, in order to implement the recommendations, close partnership working between public service organisations and BBEMI, on behalf of the BME community, will be required for progress to be made.

## **2. Background**

The first One Barnsley/BBEMI conference was held in November 2006. It complemented the round of area conferences held in each forum area around the Barnsley borough.

These conferences were arranged to allow citizens to become involved in shaping how services are delivered to their community. They were focused around both geographical communities and communities of interest.

The 2006 event raised a number of issues specific to the black and minority ethnic community and the subsequent report produced a number of recommendations for services to take into account.

Between the 2006 and 2008 conferences the council revised its Comprehensive Equality Scheme, which includes the Race Equality Scheme.

The 2008 conference therefore consulted specifically on the race equality priorities. It took into account recommendations from the first conference, identified issues, and projects to take these priorities forward.

### 3. The Event

The event was held in the evening of the 29<sup>th</sup> January at Shaw Lane Community Sports Association. It was an informal event, organised to gain the views of the BME community on the services they receive.

The event followed the following agenda -

*1. Arrival and Refreshments* *5.30 pm*

*2. Welcome and Opening* *6.00 pm*

Trenton Wiggan; the Executive Director of BBEMI opened the event – he welcomed everyone and stressed the importance of this event in shaping the delivery of services to the growing BME population in Barnsley. He noted that this also linked with BBEMI’s aspirations to deliver services for, and to, the BME community on behalf of the community and service providers.

*3. Background and progress since last year* *6.10 pm*

Joe Micheli; the Council’s Principal Social Inclusion Officer, provided the context for the event. He explained that the Sustainable Community Strategy (the key strategy for Barnsley’s future until 2020) and Local Area Agreement (the key delivery plan for Barnsley until 2011) were being developed and therefore the priorities for Barnsley were being decided on. Joe emphasised that the event offered an opportunity to influence these priorities from the viewpoint of the BME community as well as consult on the race equality priorities for the council.

Jules Horsler; the council’s Equalities, Diversity and Corporate Projects Manager explained the draft race equality priorities for the authority and showed how these linked to the Community Strategy and Local Area Agreement.

Peter Mirfin; an officer in the One Barnsley Secretariat, gave a brief overview of progress since last year. Peter informed the audience of various initiatives that

had been planned or are currently being taken forward as a consequence of last year's conference.

**4. Introduction to Workshops**

*6.30 pm*

Peter Mirfin introduced the workshops, which would first look at the draft equality priorities under each theme, followed by a discussion of key actions or projects to deliver these priorities.

**5. Workshop 1**

*6.35 pm*

Workshops were held on three themes – housing, crime & community safety and community cohesion.

**6. Workshop 2**

*7.10 pm*

A second round of workshops were held, which followed the same format but looked at health, customer relations (including translation and interpretation) and young people, families and education.

**7. Feedback from Workshops and Next steps**

*7.45 pm*

Each workshop then fed back to the main group, firstly on the discussion around draft race equality priorities and then on the key actions to take this priority forward.

**8. Buffet/Socialising and Talking to Service Providers** *8.00 pm*

This allowed an opportunity for delegates to discuss issues in more detail with providers, provide further feedback on the event and help build relationships.

## 4. Workshop Discussion

### Workshop 1 – Housing

#### **Race Equality Priority –**

To increase the availability and quality of accommodation available for new arrivals to the Borough

#### **What the workshop said –**

People said that quality of housing was not the sole issue, which the suggested equality priority and previous consultation focused on, supply or availability was also of importance. Accommodation as opposed to housing was suggested as a more suitable term which took into account the needs of the travelling community.

Underlying any discussion on quality or decency was the awareness of minimum standards that residents should expect. There may be issues of how this information is communicated and understood. This is an issue particularly for private sector housing as 91% of social housing is now considered 'decent'

There were issues of available, tailored accommodation, be it traveller sites or housing in appropriate locations, and appropriate communication to access these. A possible solution suggested was BBEMI acting as a social landlord. BBEMI could also work in partnership with existing services to assist them to provide more appropriate accommodation and also help the BME community access currently available provision

#### **Key points -**

1. The supply and availability of accommodation, is as important as the quality of housing and this should be highlighted in key documents such

as the Comprehensive Equality Scheme, Sustainable Community Strategy and Local Area Agreement and considered in delivery where it currently is omitted.

2. Improve awareness of 'decency'/quality so people are aware of their minimum entitlements, focusing more so on those in private sector housing.
3. There should be more accommodation appropriate to the needs of the BME community – possibly with BBEMI as a social landlord or working with services to assist them to provide more appropriate accommodation.

## **Workshop 2 – Crime and Community Safety**

### **Race Equality Priority -**

To increase the awareness and reporting of race hate crimes.

### **What the workshop said -**

Generally there was poor awareness of the reporting centres around the borough, which included the Barnsley Connects centres and the BBEMI office. In addition to this, people were unaware of the Crime and Community Safety Subgroups at a neighbourhood level where residents can meet Safer Neighbourhood Teams and discuss issues in their locality.

Aside from these points, members still did not feel the BME community had confidence or believed that they would be taken seriously through many existing mechanisms. They felt that if there was a better relationship with the police through a forum tailored to the needs of the BME community, then this would improve.

The workshop also felt that the issue of race and hate crimes needed a higher profile and the whole community needed to be aware of the problem and of reporting centres.

### **Key points -**

4. The need to increase awareness of reporting centres – (outreach & publicity)
5. The BME community needs to be engaged in a more tailored way (e.g. a BME Crime and Community Safety Subgroup)
6. A BME Caseworker to support the BME community directly would be of definite benefit
7. Awareness of race/hate crime reporting within the whole community needs to be improved

## **Workshop 3 – Community Cohesion**

### **Race Equality Priority -**

To build connections between and understanding of the contribution of all the diverse communities of Barnsley

### **What the workshop said -**

This group considered the proposal for a community cohesion strategy for Barnsley and were supportive of a co-ordinated approach to this issue. The group felt that this underlined many other issues relating to access to services. However to ensure the BME community was fully engaged with the strategy throughout its development, it was suggested to establish a BME focus group to consider the strategy.

### **Key points -**

8. The strategic approach adopted in the draft Community Cohesion Strategy was reinforced.
9. Ongoing engagement via a BME focus group is needed.

## Workshop 4 – Health

### **Race Equality Priority -**

To reduce health inequalities faced by some sections of the BME communities in Barnsley

### **What the workshop said -**

The workshop looked at many factors affecting people's health with an important one being how they access health services. It was felt that provision of information both in written form and via outreach work was a priority. This, alongside other engagement activities will also help to improve levels of trust, which impacts on levels of use of services and therefore health levels.

Discussion also focused on certain specific issues faced by distinct communities, such as diabetes and making healthy food choices. Specific interventions were recommended to look at raising awareness and helping to understand the problems with a view to addressing these health problems for the BME community.

### **Key points -**

10. Ensure the appropriate provision of information for the BME community detailing key issues
11. Improve trust between services and the community (through training/ translation/ engagement/utilising outreach)
12. Promote Mental Well-being – a programme of action that targets issues faced by specific communities (diabetes/food etc) building on the work of BBEMI's health workers.

## Workshop 5 – Young People, Families and Education

### **Race Equality Priority –**

To make sure that all BME and new arrivals can achieve their potential in school and have their educational needs met.

### **What the workshop said –**

In order to ensure the BME community's needs are met, key individuals involved in the education system should be fully aware of the issues faced by this community. This could be assisted through increased awareness raising with existing teachers and governors. It was also suggested that where possible the diversity amongst employees and governors should be improved.

It was felt that with increased awareness, issues, for example facilities for ritual washing, would be recognised and addressed far earlier. There was consensus that increased awareness of race would also enable earlier intervention and a more proactive challenge against bullying.

A key barrier for the BME community was felt to be integration of children when joining school. Additional support is needed to overcome barriers such as language for new arrivals or those faced by children who may have been in and out of the educational system.

### **Key points -**

13. The need to improve the diversity awareness of Governors and Teachers
14. The desire to improve the diversity of Governors and Teachers
15. A greater recognition of faith needs in schools
16. More proactive challenge of bullying within schools
17. To provide additional support to overcome barriers faced by, in particular, new arrivals or the gypsy and traveller community

## **Workshop 6 – Customer Relations, including translation and interpretation**

### **Race Equality Priority**

To increase the effective participation of people from minority ethnic communities in the key decision-making processes in the Borough, and,  
To improve provision of translation and interpretation

### **What the workshop said –**

There was a general recognition that the service offered by Barnsley Connects is not known about and therefore not as widely used as it should be. As translation often costs there was some concern about what exactly could be provided without personal cost. There were questions around who could access this service and how. The workshop looked at solutions to these problems, improving relationships between Barnsley Connects and BBEMI could improve awareness of the service. Barnsley Connects also agreed to be more proactive in marketing their service to hard to reach groups.

Although it was agreed that the service was extremely useful, it does have limitations. The workshop suggested BBEMI and Connects work closely in future to consider the needs of the BME community for translation and interpretation. It was thought that this may include more locally based support services, which would use local skills and allow more face to face translation when necessary.

### **Key points –**

18. There is need to improve marketing to raise awareness of the translation and interpretation services that are available
19. Barnsley Connects needs to proactively foster relationships with the BME community to help raise awareness and improve the service
20. Future service delivery, utilising local skills and knowledge, needs to be considered

## 5. Recommendations

### Workshop 1 – Housing

**Key Point 1** - The supply and availability of accommodation, is as important as the quality of housing and this should be highlighted in key documents such as the Comprehensive Equality Scheme, Sustainable Community Strategy and Local Area Agreement and considered in delivery where it currently is omitted.

**How we might achieve this** - by all partners committing to reflect this omission in high level strategic documents and associated action plans such as the Comprehensive Equality Scheme, Sustainable Community Strategy and Local Area Agreement.

**Key Point 2** - Improve awareness of 'decency'/quality so people are aware of their minimum entitlements, focusing more so on those in private sector housing.

**How we might achieve this** – by raising awareness of all residents' service level entitlement through a variety of means such as promotional material, website information, through Barnsley Connects (with effective translation where necessary), through tenants associations, through BME forums etc.

**Key Point 3** - There should be more accommodation appropriate to the needs of the BME community – possibly with BBEMI as a social landlord or working with services to assist them to provide more appropriate accommodation.

**How we might achieve this** – by BBEMI entering in to open discussion with the Council's Strategic Housing department and social housing organisations within the borough. Future possibilities can then be discussed and more fully developed.

## Workshop 2 – Crime and Community Safety

**Key Point 4** - The need to increase awareness of reporting centres – (outreach & publicity)

**How we might achieve this** - Through a partnership approach whereby BBEMI, Barnsley Connects, the Police and others all agree to proactively promoting the location of reporting centres, how to report and what to report as an integral part of their work. There also needs to be consideration to how this message is also communicated to a more widespread audience – for example a publicity campaign on buses or in the press.

**Key Point 5** - The BME community needs to be engaged in a more tailored way (e.g. a BME Crime and Community Safety Subgroup)

**How we might achieve this** – by BBEMI working in conjunction with the One Barnsley Safer Communities Partnership and South Yorkshire Police to look at piloting a central Crime and Community Safety Subgroup specifically for the BME community to raise issues of crime and community safety.

**Key Point 6** - Provide a BME Caseworker to support the BME community directly

**How we might achieve this** - by BBEMI working in partnership with the One Barnsley Safer Communities Partnership and South Yorkshire Police to find and apply for appropriate grant finance to support this post. It should also be identified in the Council's service and financial planning process and in the One Barnsley Investment Plan as a key post that warrants funding.

**Key Point 7** - Raise awareness within the whole community of race/hate crime reporting

***How we might achieve this*** - As with key point 5, the raising awareness of reporting centres, delivering this can be achieved through a similar partnership approach and a similar campaign.

### **Workshop 3 – Community Cohesion**

***Key Point 8*** - The strategic approach adopted in the draft Community Cohesion Strategy was reinforced.

***Key Point 9*** - Ongoing engagement via a BME focus group is needed.

***How we might achieve these*** - the Equalities, Diversity and Inclusion Partnership (EDIP) of One Barnsley will lead the development of the community cohesion strategy for Barnsley. Part of the development of the strategy will be extensive consultation. EDIP can work with BBEMI in order to establish a representative focus group to inform this consultation.

### **Workshop 4 – Health**

***Key Point 10*** - Ensure the appropriate provision of information for the BME community detailing key issues

***Key Point 11*** - Improve trust between services and the community (through training/ translation/ engagement/utilising outreach)

***Key Point 12*** – Promote Mental Well-being – a programme of action that targets issues faced by specific communities (diabetes/food etc)

***How we might achieve these*** - In order to improve how health service delivery is more tailored to the needs of the BME community a partnership approach is needed between BBEMI and health service providers, be it the PCT or Fit for the Future. The needs and cultural sensitivities of the BME population can be adequately discussed, analysed and responded to. This may be through

adaptation of mainstream services using mechanisms such as translation and interpretation services. This may also be through targeted action with special projects to address health issues specific to the BME community, building on the success of the BBEMI BME health workers.

## **Workshop 5 – Young People, Families and Education**

**Key Point 13** - The need to improve the diversity awareness of Governors and Teachers

**Key Point 14** - The desire to improve the diversity of Governors and Teachers

**Key Point 15** - A greater recognition of faith needs in schools

**How we might achieve these** – key points 13, 14 and 15 are intrinsically interlinked. If 13 and 14 are addressed then in turn point 15 stands to be addressed. The Children, Young People and Families Wellbeing partnership should work with BBEMI to integrate a programme of action to best address these issues. This could include a range of equalities awareness training and positive action within schools – both with teachers and governors.

**Key Point 16** - More proactive challenge of bullying within schools

**How we might achieve this** – Barnsley's Local Area Agreement has identified bullying as one of its key local priorities. The LAA will contain a detailed action plan to specifically look at 'Children who have experienced bullying' and how to address this. Discussions are still taking place on the full programme of actions – BBEMI needs to be involved with the LAA delivery group and the Children, Young People and Families wellbeing partnership to ensure the LAA plans reflect the needs of BME children and any racist bullying.

**Key Point 17** - To provide additional support to overcome barriers faced by new arrivals and/ or the gypsy and traveller community

**How we might achieve this** – The conference suggested a buddy system might be useful for schools to consider, helping to integrate new BME pupils into schools. This project needs to be discussed and progressed by BBEMI together with the Children, Young People and Families Partnership.

## **Workshop 6 – Customer Relations, including translation and interpretation**

**Key Point 18** - There is need to improve marketing to raise awareness of the translation and interpretation services that are available

**Key Point 19** - Barnsley Connects needs to proactively foster relationships with the BME community to help raise awareness and improve the service

**Key Point 20** - Future service delivery, utilising local skills and knowledge, needs to be considered

**How we might achieve these** – Service providers such as Barnsley Connects need to be increasingly proactive and their staff need promote the service, what it offers and who can access it etc, to their ‘customers’. This includes attending relevant meetings, contacting relevant groups etc.

Again there needs to be a closer working relationship between the BME community and Barnsley Connects (and other key points of information in other One Barnsley organisations). These relationships will not only be important to raising awareness about the current service, but will also help to improve the service and tailor it to the needs of the changing BME community in Barnsley, both in the short and long term.

## **6. Next Steps**

The valuable information gathered at this event will go forward and be used to help deliver the priorities agreed and improve the issues raised. Below is a brief explanation of some of the mechanisms to ensure this is done.

### **Equalities, Diversity and Inclusion Partnership (EDIP)**

This One Barnsley delivery partnership advises the Local Strategic Partnership on Equalities, Diversity and Inclusion issues. It has representation from many groups focused on promoting equality in addition to agencies which incorporate equalities. This will effectively be the 'home' of this report and it will monitor progress against the recommendations and report into the One Barnsley board where necessary.

### **Sustainable Community Strategy**

Importantly the information gained from this, and other consultation events will feed into the development of the Sustainable Community Strategy (SCS). The SCS is high level strategic document for Barnsley which sets out the future of Barnsley over the next 12 years and needs to take account of the equality priorities approved at the event.

### **Local Area Agreement**

The Local Area Agreement is the delivery plan for the Sustainable Community Strategy. It is a three year plan and will need to reflect the equality priorities. The action plans, contained within the LAA, will detail how we will delivery Barnsley's priorities. It will show how we will take equalities into account and how this will help to deliver the equality priorities approved at the conference. It will also provide a way to measure progress through a range of performance measures.

## **Barnsley Council's Comprehensive Equality Scheme**

The consultation undertaken on the race equality priorities at the conference will feed directly into Barnsley Council's Comprehensive Equality Scheme. This will contain a number of equality priorities for race and other equality groups which relate directly to the 9 outcomes that the Council is committed to delivering against.

## **Council Departmental Plans**

The Council's mainstream departmental service plans explain the service that each department will be delivering. These will also contain information on how they will integrate equality priorities in to everyday service delivery. This will ensure any equality issue is not seen as additional, but is integrated into the Council's every day work. Each plan will also act as a mechanism for measuring progress against priorities and associated targets. Information gathered at the conference will provide a useful insight into the needs of the BME community and can be used to help services deliver to the appropriate equality priorities.

## BBEMI Conference Action Plan

KEY POINT		ORGANISATION / PARTNERSHIPS	SHORT /MEDIUM /LONG TERM	KEY ACTION(S)	BY	TIMESCALES
<b>HOUSING</b>						
1	The supply and availability of accommodation, is as important as the quality of housing and this should be highlighted in key documents such as the Comprehensive Equality Scheme, Sustainable Community Strategy and Local Area Agreement and considered in delivery where it currently is omitted.	BMBC - Strategic Housing One Barnsley BMBC – Performance Improvement	Short	Ensuring key documents (SCS/LAA/ Equality Document Scheme) reflect recommendation	LSP Team PIU ECEG	July 2008
2	Improve awareness of 'decency'/quality so people are aware of their minimum entitlements, focusing more so on those in private sector housing.	BMBC – Strategic Housing BBEMI	Long			
3	There should be more accommodation appropriate to the needs of the BME community – possibly with BBEMI as a social landlord or working with services to assist them to provide more appropriate accommodation.	BMBC - Strategic Housing Social Housing Providers BBEMI	Long			
<b>CRIME AND COMMUNITY SAFETY</b>						
4	The need to increase awareness of reporting centres – (outreach & publicity)	Barnsley Connects BBEMI	Med			
5	The BME community needs to be engaged in a more tailored way (e.g. a BME Crime and Community Safety Subgroup)	BBEMI Safer Communities Partnership	Short			
6	Provide a BME Caseworker to support the BME community directly	Safer Communities Partnership BBEMI	Med			
7	Raise awareness within the whole community of race/hate crime reporting	Safer Communities Partnership All One Barnsley	Long			

		Partners				
<b>COMMUNITY COHESION</b>						
8	The strategic approach adopted in the draft Community Cohesion Strategy was reinforced	EDIP BBEMI	Short	EDIP to arrange BME subgroup	Joe Micheli	July 2008
9	Ongoing engagement via a BME focus group is needed.					
<b>HEALTH</b>						
10	Ensure the appropriate provision of information for the BME community detailing key issues	PCT BMBC – Public Health Fit for the Future BBEMI	Med			
11	Improve trust between services and the community (through training/ translation/ engagement/utilising outreach)					
12	Promote Mental Well-being – a programme of action that targets issues faced by specific communities (diabetes/food etc)					
<b>CHILDREN, YOUNG PEOPLE AND FAMILIES</b>						
13	The need to improve the diversity awareness of Governors and Teachers	Children and Young People's Strategic Partnership BBEMI	Med			
14	The desire to improve the diversity of Governors and Teachers					
15	A greater recognition of faith needs in schools					
16	More proactive challenge of bullying within schools	Children and Young People's Strategic Partnership BBEMI BMBC – Performance Improvement Unit	Short			
17	To provide additional support to overcome barriers faced by new arrivals and/ or the gypsy and traveller community	Children and Young People's Strategic Partnership BBEMI	Long			

<b>CUSTOMER RELATIONS, INCLUDING TRANSLATION AND INTERPRETATION</b>						
<b>18</b>	There is need to improve marketing to raise awareness of the translation and interpretation services that are available	Barnsley Connects BBEMI ECEG	Med			
<b>19</b>	Barnsley Connects needs to proactively foster relationships with the BME community to help raise awareness and improve the service					
<b>20</b>	Future service delivery, utilising local skills and knowledge, needs to be considered					