



Race Equality

Tayside Fire and Rescue Annual Report 2006/07

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Introduction

Tayside Fire and Rescue published its second Race Equality Scheme on 1 December 2005, for the period 1 December 2005 – 30 November 2008.

A progress report was published in December 2006 and this report will note progress for the period December 2006 – December 2007.

In the first instance information is provided in relation to progress made against the Race Equality Action Plan. Thereafter, the report details the information gathered during the reporting period, the influence this has had on actions, and specific details on the training provided in relation to Race.

Actions and Progress to date

<p>4.2 Ensure that ORS surveys include a proportion of the minority ethnic community for consultation</p>	<p>No survey was carried out by Opinion Research Services (ORS), with the people of Tayside, this year</p>
<p>5.1 Build on the current service monitoring systems, prioritise requirements (e.g. recruitment, after the fire booklets and complaints) and identify gaps as they occur</p>	<p>Incident data from the last five years is being fully analysed by the organisations Risk Management department which will lead to recommendations for the placement and deployment of facilities and equipment, throughout the Tayside area. Future actions and decisions will be influenced by this data and communities should receive services appropriate to their needs. As services will be targeted to local needs and incident data will continue to be analysed Tayside Fire and Rescue will be able to see if the services that are in place are appropriate.</p> <p>All recruitment processes are monitored from start to finish. Applicants are asked to complete Equal opportunity monitoring forms at the time that they apply. Progress can therefore be tracked through the various stages of recruitment. This information is then analysed to ensure there are no invisible barriers to prevent people from certain ethnic backgrounds, for example, progressing to employment.</p> <p>From the information gathered during Wholetime Firefighter recruitment last year, additional positive action events were organised for females only after the statistics showed that a high proportion were failing at one particular stage of the recruitment process.</p> <p>Formal complaints, received by letter or through the new website facility are registered by the Administrative Coordinator and then passed to the Head of Personnel, who then analyses the data for trends. Complainants are not currently asked to complete equal opportunities monitoring forms are but this may be introduced in the future.</p>
<p>6.1 Publish clearly written summaries of all assessment, consultation and monitoring reports and distribute these widely via the Public Performance Report and website.</p>	<p>All documents produced for the public are distributed via either the Tayside Fire and Rescue stakeholder list, if in hard copy, and/ or the website, publications list. The stakeholders list is constantly being updated as the organisation works with more people and organisations from the community.</p> <p>This year the website has also been updated. The new site provides easy access to information in an accessible format.</p>

<p>7.1 Ensure public information is always accessible and available in a range of languages, appropriate to the local community</p>	<p>To ensure that all the communities served by Tayside Fire and Rescue receive the best service possible, Tayside Fire and Rescue joined a scheme called "Happy to Translate" this year.</p> <p>The Happy to Translate scheme provides training and materials which assist in situations where there are language barriers. The service allows for the translation of documents, into the appropriate language and setting up a meeting with a translator, if necessary. The range of languages covered is impressive with 102 different languages and dialects catered for.</p> <p>Training has been given initially to all reception and general office staff.</p> <p>This scheme, in conjunction with an emergency translation pack, also introduced this year, after a trial run, will ensure members of our communities who do not speak English as their first language have easier access to all the services offered by Tayside Fire and Rescue. The emergency translation packs are now carried on all appliances.</p>
<p>7.2 Monitor the information provided to ensure it is considered satisfactory by those using it</p>	<p>Tayside Fire and Rescue Board present its proposals for the forthcoming year through the Towards a Safer Tayside document. The document builds on the work of previous action plans and enables the organisation to provide the highest standard of risk reduction and emergency response services to all the communities it serves. This document, along with a questionnaire, is distributed, for consultation, yearly to a list of stakeholders, who then shape the priorities of the organisation for the forthcoming year.</p> <p>Recruitment is also important to the organisation as Tayside Fire and Rescue aims to reflect the communities it serves. Feedback questionnaires were therefore introduced as part of the positive action initiative undertaken prior to this year's Wholtime Firefighter recruitment campaign. This feedback provided information on why people who had shown an interest in becoming a Wholtime Firefighter (attended a positive action event) did not apply for a post.</p> <p>The feedback also allowed the format of events to be refined, for future campaigns.</p>
<p>8.1 Identify and address knowledge and skill gaps of staff groups using the e-learning training package as a guide</p>	<p>Training is ongoing as not all employees have completed all online modules within the training package. Alterations also had to be made to the way in which Retained Firefighters receive their training, due to trainee feedback. As Retained Firefighters have limited time and access to station computers, paper versions of the training were distributed. Individual certification tests are taken however the training modules can be</p>

	worked through together, coordinated by the Station Manager. The 5 training modules have been programmed into the Retained training schedule.
8.4 Set up training programme for senior officers and managers, which will build on the knowledge gained through the e-learning package	Training is to be procured for Tayside Fire and Rescue Management Team in the forthcoming year. There has been a slight delay in this training due to a number of personnel changes and moves in the team.
8.5 Progress the Equality Training Strategy with emphasis, initially, on racial awareness, changes under the Act and the Boards Race Equality Scheme.	The Equality Training Strategy has been in place for a number of years now and will therefore be reviewed. This review will include work outstanding from the previous strategy but also focus training on revised policies and documents that are in place, for example, the Tayside Fire and Rescue Equality Scheme. This will of course include raising awareness in relation to race equality as this is a key principle in Tayside Fire and Rescue policies.
9.1 Update current workforce profile of ethnic background (compare with LP1 10). Audit to be carried out by grade, rank, type of contract, length of service and other benefits.	Tayside Fire and Rescue is moving to a new payroll and personnel system, which will allow better reporting and control of employee details. As part of the move to the new system, information has been collected and verified, which includes ethnicity and will be utilised once the system is fully implemented.
9.2 Build on the agreed Equality Monitoring Strategy by creating and installing appropriate systems to meet the specific duty on employment, to monitor (by racial group): <ul style="list-style-type: none"> • Staff in post • Employees and applicants for training • Employees who receive training • Employees who have performance appraisals • Employees who are involved in grievances • Employees who are the subject of disciplinary action, and • Employees who cease employment due to dismissal or other reasons for leaving 	Processes are now in place for monitoring employees involved in grievances, those who are subject to disciplinary action and employees who cease employment, for whatever reason. It is planned that 'staff in post' will be monitored with the help of the introduction of the new payroll and personnel system as this will record current postings and take moves and promotions into account. Training is an area which will have to be looked at as a process for applicants for training and those who attend training has not yet been put in place. Tayside Fire and Rescue does however offer employees the opportunity to apply for funding for external training/ further education courses and this process is monitored. Finally, with reference to monitoring, the new appraisal system has not yet been introduced therefore monitoring of this process will not start until its introduction.
10.2 Work with community related organisations to widen access to information and education resources	Partnerships/ relations continue to be built with community members and groups within the community, throughout the organisation. This is

	<p>at Station level, where a station works with the community in their area on a particular initiative and at organisation level, where formal partnerships are developed with other agencies or community groups. All contacts are fed back to the Information Department where the stakeholder list is updated.</p> <p>Specific examples this year include providing recruitment inputs to interested parties, through the local ethnic jobs club and distributing Fire Safety information through the local Mosques during Ramadan.</p>
<p>10.3 Build on the Fire Safety information that is readily available in various languages</p>	<p>Community safety leaflets are available in various languages and work is ongoing to increase the number of languages, taking into account the changing ethnic make up of the area i.e. the increase in Eastern European languages that are now common in the Tayside area.</p> <p>An event that focused on this change of population was a safety event organised specifically for people from Eastern European countries, who are visiting or living in the area. Tayside Fire and Rescue attended the event and provided safety information in various relevant languages.</p> <p>Fire Safety talks have also been provided with interpreters for community members who don't speak English as a first language and a safety DVD has been produced, and is in use in Tayside Fire and Rescue, specifically aimed at Asylum Seekers.</p>
<p>11.2 Promote, within minority ethnic communities, the offer of a translated statement of accounts, at all available opportunities</p>	<p>With reference to the information provided in 7.1 Tayside Fire and Rescue is taking steps to make all documentation as accessible as possible. All methods of communication, including translation services, are promoted wherever possible.</p>
<p>11.4 Ensure that as part of the standard format, equality issues are incorporated into all Service Level Agreements</p>	<p>Standard information on equality and diversity is included in all Service Level Agreements. In addition to this, a post is being created within the organisation, which will focus on procurement.</p> <p>This post will ensure that Tayside Fire and Rescue continues to comply with the statutory duties that are in place.</p>
<p>11.5 Review the distribution of the annual Public Performance Report and widen access to stakeholders within minority ethnic communities as relations with partners develop</p>	<p>As noted in paragraph one of 10.2 the stakeholder list, which is the distribution list for the Public Performance Review, is continuously being updated and work will continue to develop the list.</p>
<p>12.1 Update job descriptions to include responsibilities for equality and fairness at work</p>	<p>Revised job descriptions have been developed for all roles within the organisation, from Area</p>

	<p>Manager to Firefighter. These documents are currently with the Heads of the relevant departments for review and comment.</p> <p>Responsibilities, for equality and fairness have also been included in all Job Descriptions</p>
12.3 Monitor the appraisal scheme to ensure there is no discrimination and carry out an Equality Impact Assessment on its introduction	The new Appraisal system has not yet been introduced. Prior to its introduction an Equality Impact Assessment will have to be completed. Once the system is in place, it will be monitored to ensure that it is not discriminatory.
12.5 Integrate race equality and knowledge of equality issues into all interview procedures, including promotion interviews	<p>A knowledge and understanding of diversity and equal opportunities is required at all recruitment interviews and it is stated in all Person Specifications that this will be tested at interview.</p> <p>Assessment and Development Centres are now in place for Wholetime Firefighters wishing to move to the next role within the organisation. These centres test potential and one of the key areas that must be passed is 'Commitment to diversity and integrity'.</p> <p>Work is currently underway to introduce such systems for Retained/ Volunteer and Control employees.</p>
13.2 Continue to review the ergonomic layout of fire appliances and other vehicles to address general equality requirements	Research and trials take place prior to any new equipment being procured. After its introduction there is also time for feedback and further investigation, should it be required.
14.3 Ensure updates are provided on cultural awareness legislation for all Firefighters	<p>In addition to the online training, the organisation newsletter Quickfire and the intranet are used to update employees in relation to legislative changes and developments.</p> <p>Another avenue used for the promotion of new policies or initiatives is the Diversity Forum. The forum is made up of employees, from across the organisation who feed information back to their departments and colleagues.</p> <p>Case studies and information are also made available to Watch Managers for discussion with their Watches.</p>

Information gathered in relation to eliminating Race Discrimination

Equality Impact Assessments

Equality Impact Assessments are ongoing in relation to new policies and procedures and for policies and procedures that are due for review, as detailed on Tayside Fire and Rescues document library. Work has to be done to remind employees of the benefits to Tayside Fire and Rescue of carrying out Equality Impact Assessments and the responsibilities that the organisation has.

During this reporting period the following Equality Impact Assessments have been completed:

- Equality and Diversity Policy Statement
- Harassment and Bullying
- Redundancy Policy
- Resignation and Retirement
- Working Week Options (Single Status)
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All of the above documents have been published on the Tayside Fire and Rescue intranet site.

Events

27 August 2007 'More than ticking the box'

Dundee Equality and Diversity Partnership hosted an event for workers and volunteers involved in providing services or actively considering providing services to black and minority ethnic communities in Dundee. 77 people attended the event.

The purpose of the event was to give participants an opportunity to:-

- share what they do and how they provide services to minority ethnic communities
- find out what work is currently being done with minority ethnic communities in Dundee
- look at ways of working together to improve services

Representatives from Tayside Fire and Rescue attended finding it a worthwhile event, not only for the discussions that took place but also for the chance to network with other agencies, community groups and community members.

A report was produced which summarised the discussions and possible ways to overcome the barriers that may currently be in place. The report is attached as Appendix A

Training

Training on equality and diversity continues with the use of the e-learning training package, which is being made available to all employees. This training package includes a training module on Race and Religion and requires trainees to complete a certification test after working through race and religion related case studies.

In the 'Action to Date' section of this report 'Happy to Translate' has been mentioned, with regards to providing accessible information to the communities of Tayside. This is an initiative that Tayside Fire and Rescue signed up to this year for which, two half day training courses were organised. The training was attended by Reception and General Office employees, who have direct contact with members of the public. Tayside Fire and Rescue now promotes the 'Happy to Translate' logo and employees that attended the course are now trained to follow a few simple steps when interacting with individuals who speak or read, little or no English, determine their preferred language and determine the service (e.g. a home safety check) or information that they require. This enables interpretation and or translation services to be organised as required.

In addition to the above, 9 employees, from various roles and departments within the organisation, are attending an 'Introduction to Islam and the Muslim Culture' training course. This is a one day course at the local Islamic Society, which aims to give attendees an understanding of the background to Muslims in Britain, provide them with an insight into basic practices and beliefs and focus on Public Sector development issues for Muslim communities. It is planned that further places on this course will be booked.

Reference Material

The Chief Fire Officers Association Scotland, on which the 8 Scottish Fire and Rescue Services are represented, have developed a Cultural Guide to be used by all employees. This document provides an excellent resource for employees to reference and develop their knowledge, in relation to the many cultures and religions within Scotland.

The document has been made available to all employees via our intranet site and will be used in conjunction with other resources on this subject.

Additional reference material has been developed through collaborative work. 'Fair for All' Disability Tip Cards were adapted for use by the Dundee Equality and Diversity Partnership. They offer common sense advice and guidance on how to treat disabled people with respect and dignity and have had a section included in relation to people from minority ethnic backgrounds who may not have English as their first language. The Tip Cards aim to help promote positive attitudes and improve access to services.

The cards will be used by front line staff who have direct contact with the public.

Conclusion

One of the most important areas that the organisation will need to improve on is Equality Impact Assessments. As stated above, the number of Equality Impact Assessments produced for new policies does not match the number of new policies that have been published in the organisation. The ongoing process of completing Equality Impact Assessments for policies and procedures that are already in place is also slow and again work is required in this area.

Another area that will have to be considered in the forthcoming year is the organisation of and attendance at events, which aim to gather information on whether services meet the needs of the communities. The events mentioned above focus on the Dundee area and whilst there is a large minority ethnic community in the city, the information gathered will not be relevant to all minority ethnic communities across the wider Tayside area.

However, as can be seen from the progress on actions to date, much work has been done to help achieve and promote race equality. There is, still work to be undertaken, but this will be achieved with the time, effort and commitment of all employees of Tayside Fire and Rescue.



More Than Ticking The Box Event

Context

Dundee Equality and Diversity Partnership hosted an event for workers and volunteers involved in providing services or actively considering providing services to black and minority ethnic communities in Dundee.

The purpose of the event was to give participants an opportunity to:-

- share what they do and how they provide services to minority ethnic communities
- find out what work is currently being done with minority ethnic communities in Dundee
- look at ways of working together to improve services

77 people attended the event. 34 completed evaluation and monitoring forms

The event began with lunch, an opportunity to network and the opportunity to learn more about what other agencies are doing around the equality and diversity agenda. This was followed by workshops. As well as taking part in the event participants were asked to complete an organisation pro-forma based on their service. This was distributed to participants on the day.

It was proposed that following the More Than Ticking the Box event a group of interested people would plan a review of Race Equality Schemes and consultation processes identified in the Equality and Diversity Partnership Action Plan. The findings of this report will be used to inform the Equality and Diversity Partnership with specific issues directed to specific services or areas of work.

For the purposes of this report the term Black and Ethnic Minority (BME) has been used. Everyone has an ethnicity and this ethnicity is self defined. This could be based on common ancestry, memories of a shared past, a shared cultural identity which might include kinship, religion, language, shared territory, nationality or physical appearance. People may choose their own terminology. The use of BME is not intended to cause any offence.

Summary

As with many similar events participants found networking one of the most valuable aspects of taking part. Participants acknowledged the difficulties faced in engaging BME communities both from a service delivery perspective and also seeking views and involving BME communities in planning and shaping services. Participants learnt from colleagues about the number of targeted BME services within the city. What this highlighted is the need for a central resource or database of what exists in Dundee.

BME services and groups highlighted the need for either a one-stop-shop or community specific resource base to meet the needs of BME communities. This was to address the two main barriers to participation identified, namely language and cultural awareness. Many suggestions were put forward on how better to engage with BME communities and how to make service more accessible. More

outreach services, contact with community leaders and working collectively with those who have developed trusted relationship with communities was proposed. There is also a general need for more both formal and informal awareness raising around cultural issues and equality and diversity to move Dundee towards a multi-cultural city.

For the purposes of compiling this report common issues have been grouped together. There were not always suggestions for the way forward and some of the suggestions are in already in place, though this again highlights lack of knowledge by some individuals on services.

Language

Language barriers were by far the biggest issues highlighted in all the workshops. This impacted on involving Black and Ethnic minority communities in the planning and delivery of services.

Issues	Way Forward
Language barriers Some communities women need permission from husbands to attend classes Translation costs expensive. Translation sometimes an after thought and not costed. Translated documents not always used Poor attendance of ESOL classes by migrant workers Education not always valued	Increase awareness of language line or card Improve access to English language classes Take English for Speakers of Other Languages (ESOL) to groups Improve access to popular community languages Provide incentive for employers to provide classes during working hours/place Provide /offer translation interpretation services Publish multi-cultural leaflets More access for Scottish people to learn other languages/cultures

Culture

Participants highlighted cultural differences and the lack of knowledge of customs and cultures of minority communities in delivering services and meeting the needs of BME communities.

Issues	Way Forward
Cultural differences Lack of awareness/understanding of various cultures religions, traditions. Pride/families – families sorting things out for themselves Racism Stereotyping Closed communities	Training awareness raising around different cultures Equality & Diversity training Bringing communities together – can find out about different cultures Informal training Know your demography Mix with people Find out about good and bad practice

<p>Awareness of peoples fear by uniformed people</p> <p>Social Work Department – lack of understanding prevents effective services</p>	<p>Share good practice</p> <p>Recognise own fears</p> <p>Recognise own barriers</p> <p>Aware of own prejudices – work to overcome</p> <p>Recognise own opinions</p> <p>Look at person</p> <p>Don't assume – ask if not sure</p> <p>Knowledge gives confidence</p> <p>Recognise negative publicity</p> <p>Develop knowledge through reading, internet, creative activity</p> <p>Police/fire personnel dressing down/no uniform during community liaison</p>
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Employment

Issues faced by BME communities were highlighted.

Issues	Way Forward
<p>Recruitment barriers</p> <p>Application process – difficult</p> <p>Where are the jobs?</p> <p>Barriers to specific jobs</p> <p>Lack of skills and experience</p>	<p>Staff recruitment -go to where there is already good practice i.e. police and fire and rescue</p> <p>Application support – Projects such as Ankur consults with BME participants on the barriers they go through in employment and education. Address and explore their problems through activities. Share their culture.</p> <p>Integrate with Scottish communities</p> <p>Promote the benefits of volunteering</p>

Women

Issues faced by BME women and also those working with women were highlighted at the event.

Issues	Way Forward
<p>Getting Asian women to engage in mediation process.</p>	<p>Understanding of cultural differences and services to match needs</p>

Child care/ travel cost.	
Lack of confidence	
Isolation	

Young People

Participants questioned what services are available for BME young people and how best to work with BME communities.

Issues	Way forward
<p>What services are available to support youth workers to effectively engage with BME groups?</p> <p>Closed community – Minority Ethnic Young People using Baxter Park but only using in isolation – funding a problem- timing (other priorities- religious education)</p> <p>Chinese community accessing youth services</p>	<p>Work in partnership with other agencies. Speak to young people already involved about what they want.</p> <p>Good practice examples “Morgan Mini Mela 2006” & “Health Fair for ethnic minority girl, aged 12-24”.</p>

Health /Social Care.

There seems to be some issues around BME communities accessing services due to cultural issues as well as the lack of information about what services are available. A number of suggestions on the way forward were made.

Issues	Way forward
<p>Social care needs</p> <p>Appropriate health service</p> <p>Stigma of needing help form outside the family – The family affects different cultures to different extent</p> <p>Lack of understanding by Social Work services</p> <p>NHS Tayside department of spiritual care</p>	<p>Develop BME advocacy services</p> <p>Social Care – need to recruit individuals for different communities effectively</p> <p>Provide outreach services</p> <p>Buddying system for health appointments and matching Doctors and patients with common language</p> <p>Skilled heath professionals/drop in surgeries/with language skills i.e. Chinese Doctor</p> <p>NHS service for women – working with same gender</p>

Community Engagement

This was the topic area that generated most discussion, highlighting barriers but also suggestions on the way forward.

Issues	Way Forward
<p>Difficulties setting up talks with ethnic community group.</p> <p>Women's limited access to resources and transport Shift patterns of at work</p> <p>Erratic working hours</p> <p>Small organisation are stretched- attending a lot of meetings</p> <p>Barriers around specific topics</p> <p>Lack of resources</p> <p>Many people cant read English</p> <p>Consultation fatigue/ potential for over consultation</p> <p>How do we reach those who don't traditionally participate</p>	<p>Through children/schools</p> <p>Networking with organisation/places of workshop</p> <p>Targeted publications</p> <p>Providing appropriate forms of information i.e. Local Newspaper</p> <p>Advertising –(radio)-surgeries involve parents, involve women, need to be more clever at communication (Asian)</p> <p>Contact organisations for specific BME community.</p> <p>One point of contact with organisations</p> <p>Support workers with first contact</p> <p>Target more young people to be involved Minority ethnic forum? Working together, ME specific organisation. 3-4 Key issues/ actions</p> <p>Polish is 2ND language in GB.</p> <p>Translation services - Post cards system</p> <p>Police-access translation services 24 hours</p> <p>MIC gives overall translation services and support to access additional services</p> <p>Made consultation effective & transparent</p> <p>Check if anything has already been carried out</p> <p>Link out with another group.</p> <p>Be imaginative in how, who you target.</p> <p>Identifying community leader.</p> <p>Don't just send documents</p> <p>Involve communities</p> <p>Interactive</p>

<p>Care in the community - communicating with service users</p> <p>How do we build trust?</p>	<p>More workshops</p> <p>Joint consultations</p> <p>Feedback – how /by what means</p> <p>Credit with change</p> <p>Qualified within specific area</p> <p>Communicate services available</p> <p>Use various means of communication – written and audio</p> <p>Who & How to make contact :-</p> <p>Group in Highwayman</p> <p>Nikoli Zelhev - Leader of Eastern European community</p> <p>Information to be displayed in Chinese supermarket</p> <p>Word of month.</p> <p>Worker who already has good links in the community.</p> <p>Targeted recruitment drives.</p> <p>Through community leaders.</p> <p>Knowing who is best to speak to.</p> <p>List of who to contact/ Keep contacts with groups and individuals</p> <p>Role play</p> <p>Social Work department (SW)list of community resources available online</p> <p>SW department leaflet available in other languages</p> <p>Promote the fact that we are neutral and independent.</p> <p>Trust has to be built/ Building community confidence/ trust to specific services</p> <p>Community Leaders are seen, respected as individuals with in the communities</p> <p>Build relationships and invest time.</p> <p>Networking and making links with other</p>
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	<p>agencies</p> <p>Sharing Knowledge</p> <p>Responsive services listening</p>
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Services

General and specific services were highlighted either by participants either because they were representative of these service users or service user.

Issues	Way Forward
Issues are: employment, housing, health, finance, community safety	Support needed for housing/education/health services
Stigma of using same service – fear	Open door approach
Does services match needs - need specific service? Frustration	
Anxiety about going somewhere new.	
Low income families cant afford to use some services – time constraints	
We don't all know what others are doing Confidentiality- fears others finding out.	
Working of titles/ services- place barriers the need to dress services in a way e.g.	
Funding	
Location- where is based- bilingual workers	Funding of specific BME tailored services
Research needed - language, community safety, hard to engage with migrant workers	

Resources

Again this was a common issue across all the workshops. There was overwhelming support for a one-stop-shop or resource base for BME communities and the need to promote what already exists.

Issues	Way Forward
Lack of community awareness about specific support services	Dundee Voluntary Action or Dundee Equality and Diversity partnership promote information about other organisations.
Lack of community and individuals understanding of the value/ benefit of the specific services – people think they know already.	Website internet services for contacts Better networking
Lack of knowledge of a number of groups of organisation working with members of the BME communities.	Set up an instant user group for net Directory of who is doing what/ Accessible data base/ Raising awareness of each others services
Need existing website for Dundee Partnership to use	Share delegates list in the contact details for sharing.

Lack of knowledge by BME communities about their rights and mainstream services.	
Advice centre?	Advice & information centre/language group (face-to-face contact) or information
One point a contact for a language group	On-stop-shop where services are delivered or people can be signposted on
Advice Centre & Information centre	One service
African Caribbean Centre needed	Sustained service
Developing out reach services:- Police drop in advice-poor response.	Library of info /leaflets
Shelter drop in advice- took a while to establish	Information about venues which already exist
Need to have better understanding of what others are doing	Link in with others before embarking on new project
Lack of funding	Share money/ resources to provide services
Time limited resources	

Police/Community Safety

Both police and fire and rescue services highlighted issues they are facing

Issues	Way forward
<p>Difficulties working BME communities include</p> <ul style="list-style-type: none"> -Fear -Bad experience of police in past. -Not knowing their rights -We only arrest/not help - Uniform <p>Reaching BME Communities</p>	<p>Community Safety DVD from Glasgow - adopt existing resources</p> <p>Useful to have BME Community Safety Group funded through Community Safety Partnership</p>

Housing

There were not many comments on housing/benefits service. There was general recognition that housing service issues were not only relevant to BME communities.

Poor services/housing /evictions	
Restrictions for foreign people accessing housing benefit	

Strategic Planning

Issues for all community planning partners and citywide initiatives were raised at the event.

Issues	Issues Way Forward
Services/agencies set by service provider, not by users Mainstream services Need for city wide celebration	Consultation on race equality schemes Consultation with BME communities is central for local communities plan. New local communities plan. Contact made with Leisure and Communities Diversity champions Equality and Diversity Training Multicultural city Services for all Mainstream equality funding Valuing the work Induction Processes Monitoring of work City wide cultural event Mela needed