

Charnwood Racial Equality Council

Business Plan

June 2008



CONTENTS PAGE

Section	Contents
	Executive Summary
1	Mission
2	Values
3	Background
3.1	Background to the Organisation
3.2	Previous staff/posts
4	Membership and Organisational Structure
4.1	Honorary Positions
4.2	Trustees
4.3	Co-opted Trustees
4.4	Member Organisations
4.5	Individual Members
4.6	Friends of CREC
4.7	Beneficiaries
4.8	Organisation Chart
5	Capacity Building
6	Current staffing and core services
6.1	Staff/Projects
6.2	Welfare Benefits, Immigration & Nationality Advice
6.3	Learning Disability Project
6.4	Strategic Work
6.5	Funding
7	Charnwood profile and evidence of need
7.1	Profile of the BME Population of Charnwood
7.2	Welfare Benefits and Immigration advice work statistics
7.3	Hate Crime statistics
7.4	Community Cohesion
7.5	Work on Equalities
7.6	Employment
7.7	Education
7.8	Health
7.9	The Far Right
8	Partnerships
9	Quality Assurance and Monitoring
10	Future
11	SWOT Analysis

CHARNWOOD RACIAL EQUALITY COUNCIL

Business Plan

EXECUTIVE SUMMARY

Mission

Charnwood Racial Equality Council promotes justice and equality of opportunity between individuals and groups of people from different backgrounds. Our targeted services are developed to achieve community cohesion, integration and a life free from discrimination and prejudice.

Values

- Respect for the Person
- Confidentiality in services provided to clients, individual or group
- Transparency in the operation of our business
- Integrity in our relationships with funders
- Mutual responsibility between trustees
- Sharing of knowledge and experience between members, staff and trustees
- Trust and co-operation with partners

Background

Charnwood Racial Equality Council (CREC) is a registered charity established in May 1969. CREC is a founder member of the East Midlands Racial Equality Consortium. Over the years the organisation, responding to the changing needs of the community and the need for specific services, has employed many long term and short term staff to offer advice and support to individual clients, community groups and statutory agencies.

Membership

CREC is a membership organisation with a wide cross-section of local organisations and individuals who elect the Trustees. There are 32 member organisations and 34 individual members. There are currently 1 Company Secretary, 9 Trustees, 3 co-opted Trustees with 3 vacancies, which will be filled at the AGM in June 2008.

Capacity Building

Charnwood REC has an ongoing capacity building agenda to ensure the staff and trustees have regular training and development to meet the quality standards. All policies/procedures are being reviewed.

A skills audit of trustees has been carried out and a trustees code of conduct has been produced. In the absence of a Director, trustee mentors have been appointed for each member of staff. An analysis of current trustees and identifying new trustees are all part of ensuring we work as efficiently and as professionally as possible.

Current staffing

The present staff comprises of a full time Welfare Benefits and Immigration Officer, providing advice up to the Office of Immigration Services Commissioner (OISC) level 2; and from April 2008, we are also employing two part-time Bangladeshi Liaison Workers for 1 day each who have been transferred to us from the former Bangladeshi EKOTA Project and who provide welfare benefits and immigration advice up to OISC level 1; a full-time Co-ordinator who co-ordinates the work of the various projects of the CREC and

administers the office; and a full time Learning Disability Link Worker employed by Leicestershire Learning Disability Partnership. CREC also provides space for volunteers and staff to co-ordinate events which aim to improve community cohesion, e.g. Loughborough Mela, Feast of Faiths, One World Week and European wide Youth Conferences.

Current funding comes mainly from Leicestershire County Council and Charnwood Borough Council.

Charnwood profile and evidence of need

13.54% of the population of the Borough are from black and minority ethnic background. Several agencies acknowledge that there are issues with under-reporting of hate crime incidents for BME communities and CREC works with the Hate Incident Action Group (formerly Loughborough & District Racial Harassment Contact Group) which is the focus for the eight reporting centres which CREC has set up for reporting hate crime incidents.

It is clear from the work of the CREC during 2007/08 that there is a need for work to be done looking at rights issues for the Equalities and Human Rights Commission six equalities strands (race, gender, age, disability, religion & belief and sexual orientation) and welfare benefits and immigration matters. Ongoing research is being undertaken to get a fuller picture of the needs of these groups.

The Borough has community cohesion high on its agenda and the work of the CREC in this field has shown the value of the initiatives taken by the CREC and CBC.

Partnerships

CREC is engaged in strategic work with statutory service providers and works in close partnership with local voluntary agencies and groups.

Quality Assurance and Monitoring

Each of the projects managed by the CREC is monitored and evaluated both for the funders and internal information on a quarterly basis.

- The CREC complies with the former CRE Core Standards, OISC Level 2, CLS Quality Mark and working to PQASSO Quality Standards.
- The Company Secretary ensures the CREC complies with Companies House and Charity Commission regulations.
- Staff have annual appraisals and are given on-going training and support.

The Future

In line with the new Equalities and Human Rights Commission (replacing the former Commission for Racial Equality, the Equal Opportunities Commission, and the Disability Rights Commission), Charnwood REC is moving towards becoming a Single Equalities organisation working in partnership with groups and agencies on all the equalities. CREC is committed to signposting clients to appropriate agencies, raising awareness of services available, identifying any gaps in services and finding and applying for appropriate funding.

CREC is working on forming new partnerships and strengthening existing relationships with organisations representing the six equality strands as per the new Equalities and Human Rights Commission and has already sought approval from the Charity Commission to change the memorandum and name of organisation to reflect this. This motion is being taken to the AGM in June 2008 for approval of members.

1. MISSION

Charnwood Racial Equality Council promotes justice and equality of opportunity between individuals and groups of people from different backgrounds. Our targeted services are developed to achieve community cohesion, integration and a life free from discrimination and prejudice.

2. VALUES

- Respect for the Person
- Confidentiality in services provided to clients, individual or group
- Transparency in the operation of our business
- Integrity in our relationships with funders
- Mutual responsibility between trustees
- Sharing of knowledge and experience between members, staff and trustees
- Trust and co-operation with partners

3. BACKGROUND

3.1 Background to the organisation

Charnwood Racial Equality Council is a registered charity. The organisation was established in May 1969 as Charnwood Community Relations Council, colloquially known as 'The Garden'. In 1991 the organisation moved from Church Gate to 66 Nottingham Road. In November 1995 the name was changed to reflect the commitment to racial matters and in April 2001 CREC became a Company Limited by Guarantee.

CREC is part of a national network of Racial Equality Councils, a founder member of the East Midlands Racial Equality Consortium, and has benefited from the former Commission for Racial Equality's Capacity Development Programme.

3.2 Previous staff/posts

Initially the organisation employed only a Community Relations Officer with administrative support working under a very active elected Executive Committee. Over the years the organisation, responding to the changing needs of the community and the need for specific services, has employed many long term and short term staff to offer advice and support to individual clients and community groups.

Until August 2004 CREC was able to employ a Director and a Policy Development Officer. When funding for these posts was discontinued the trustees were determined to demonstrate their commitment to the work of Racial Equality by maintaining the services provided by the organisation.

4. MEMBERSHIP AND ORGANISATIONAL STRUCTURE

CREC is a membership organisation with a wide cross-section of local organisations and individuals who elect the Trustees.

4.1 Honorary Positions

Hon President	The Mayor of Charnwood
Hon Vice President	Dr Alec Strachan
Hon Solicitor	Ian Nicholson

Hon Treasurer Trevor Shaw
Company Secretary Amrat Bava

4.2 Trustees

Anne Williams (Chair)
Cllr Peter Lewis (Vice-Chair)
Trevor Shaw (Treasurer)
Daphne Beale (Managing Trustee)
Ranjit Jalota
Jewel Miah
Val Watts
Tony Payne
Usha Solanki

4.3 Co-opted Trustees

Linda Shaw
Norma Curtis
Lesley Bowell

4.4 Member Organisations

Adult Learning Services LCC
Age Concern Leicestershire
All Saints Parish Church
Bangladesh Social Association
Burleigh Community College
Charnwood Bangladeshi Society
Charnwood Borough Council
Churches Together in Loughborough
Cobden Primary School
Connexions Loughborough
Fearon Hall
Geeta Bhawan
Hate Incident Action Group (former L&D Racial Harassment Contact Group)
Leicestershire Libraries
Leicestershire Teachers NUT
Limehurst High School
Loughborough Baptist Church
Loughborough College
Loughborough Council of Faiths
Loughborough Islamic Cultural Association
Loughborough Labour Party
Loughborough United Reformed Church
Loughborough University
Rendell Primary School
Shree Ram Krishna Centre
St Peter's Community Centre
Swaminarayan Hindu Mission
The Bridge (Shelter)
Thurmaston Jagruti Group

Turning Point
Victim Support
Voluntary Action Charnwood
(32 organisations)

4.5 Individual Members (34 members)

4.6 Friends of CREC

(new membership introduced to encourage young people to join – no voting rights).

4.7 Beneficiaries

Individuals, especially those in the Borough who are at risk of discrimination e.g through race, gender, sexual orientation, religion & belief, age and disability or because they are newly arrived immigrants, refugees or asylum seekers or visitors residing in the country.

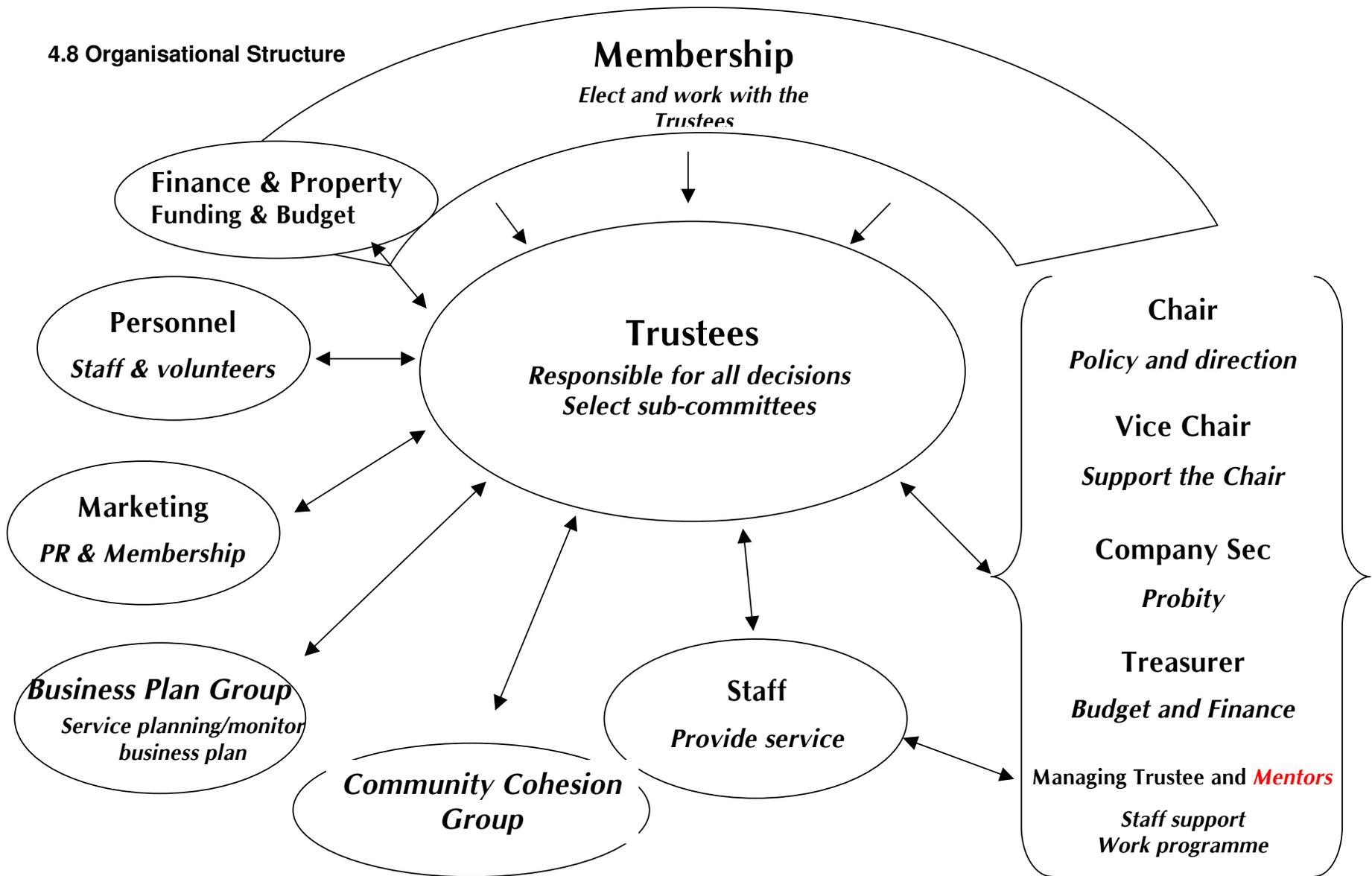
Local voluntary, community organisations and groups, especially those representing any of the six equality strands.

Local statutory agencies.

Local employers and businesses and Loughborough Chamber of Commerce.

Local schools, colleges and Loughborough University

4.8 Organisational Structure



5. CAPACITY BUILDING

In January 2005 the trustees accepted that the continuity, loyalty and experience of the remaining staff enabled the service delivery to continue at the same high level. They led the organisation into a concerted capacity building programme funded by the former Commission for Racial Equality and Lloyds TSB Foundation.

The programme included away days for staff and trustees and seminars with all members. The aim was to develop a new management style and to create an opportunity for trustees and staff to interact with each other on the work, to share experience and to generate a way forward that would ensure the viability of the organisation for the future. This method of working will continue.

A newer and more progressive management style was adopted to incorporate the needs of the evolving organisation. The previous style had been hierarchical and a new more linear system was devised which includes one of the trustees acting as Managing Trustee. There is, nevertheless, a continuing need for a Director to oversee day-to-day operations in the office, to offer guidance and support to the staff, and to provide advice and knowledge to the trustees in the development of the organisation.

The result of the capacity building programme has been the ability of the organisation to deliver outputs that reflect the needs of local communities. The projects that CREC manages continue to give service in the field of benefits and immigration casework, racial harassment, inter faith work and community cohesion.

6. CURRENT STAFFING AND CORE SERVICES

6.1 Staff/Projects

The present staff comprises of a full time Welfare Benefits and Immigration Officer, a full-time Coordinator who runs the office and a full time Learning Disability Link Worker. From April 2008, we are also employing two part-time Bangladeshi Liaison Workers. CREC also provides space for volunteers and staff to co-ordinate events which aim to improve community cohesion, e.g. Loughborough Mela, Feast of Faiths, One World Week and European wide Youth Conferences

6.2 Welfare Benefits, Immigration & Nationality Advice

This service is funded by Leicestershire County Council and Charnwood Borough Council to provide advice to individual clients. We have one full time Welfare Benefits & Immigration Officer and two part time Bangladeshi Liaison Workers who help clients in liaising with the Home Office and other agencies. Assistance is given to clients in completing necessary forms on issues such as housing, education, adult and social care, health, welfare benefits, immigration and nationality. The staff work very closely with other agencies both public and voluntary and refer clients as appropriate. Staff speak a number of ethnic community languages and use their skills when necessary to interpret for clients and agencies.

The Officer is qualified at Level 2, and working towards Level 3, with the Offices of Immigration Services Commission (OISC), an important requirement, as it is illegal to

give immigration or nationality advice unless a person is registered with OISC. The two 2 part-time liaison workers are working towards Level 2 of OISC.

6.3 Learning Disability Project

The link worker has been working for people with learning disabilities from the Black and Minority Ethnic communities. The link worker undertook a variety of approaches to identify people accessing few or if any services, through the development of contacts with people within the Asian communities and the development of a database of families.

The link worker has raised awareness through promoting services, building effective working relationships with people with learning disabilities, developing a positive reputation within the communities, working through existing networks and liaising with key service providers.

The link worker has been working with social workers and outreach/BME development workers on family cases, and has given direct support to people with learning disabilities and their families in a person centered way to identify their wishes and aspirations, the current resources and their needs and the type of supports available. The project has been extended until the end of March 2009 and the workers intends to maintain contacts and build new working relationship with people from the wider community.

6.4 Strategic work

CREC is engaged in strategic work with statutory service providers on their policies and practices, working with health, housing, social services, employment and education agencies, with the Police, criminal justice agencies and the County and Borough Councils. CREC is represented at Charnwood Together, the Local Strategic Partnership, so that policies on race and community cohesion issues may be influenced by input from a grassroots level.

6.5 Funding

CREC is currently financially supported by Leicestershire County Council, Charnwood Borough Council, and the British Council and is seeking to apply for funding from the various other funders for needs being identified. CREC currently own their premises at 66 Nottingham Road with a mortgage.

7. CHARNWOOD PROFILE AND EVIDENCE OF NEED

7.1 Profile of the BME Population of Charnwood

The proportion of people of white British origin in the Borough of Charnwood is 86.54% and the proportion of black and minority ethnic people in the Borough is 13.45%. The largest ethnic minority group are people of Indian origin who account for almost 40% of the BME population and the next largest groups are people of Bangladeshi and Chinese origin (Experimental statistics, 2005 at the web based statistic system for Leicestershire known as "Leicestershire Online research Atlas").

Altogether there are eleven wards where the proportion of the BME population is above the borough average. Of these the four wards with the highest proportion of BME population are Lemyngton ward (31%) and Hastings ward (30%) on the east

side of Loughborough and Syston West ward (18%) and Thurmaston ward (21%) in South Charnwood. Moreover, within these four wards there are six super output areas* where the BME population is more than half the total. (Charnwood Community Profile 2005). The BME population is not evenly distributed but is concentrated in small geographical areas within the Borough.

**Super Output Areas (SOAs) are a new geographic hierarchy designed to improve the reporting of small area statistics in England and Wales. They are small areas of broadly consistent population size across the country, each containing approximately 1,500 people*

Loughborough Hastings and Loughborough Storer wards are ranked within the 20% most deprived wards in England. Loughborough Hastings ward contains three Super Output Areas that have the highest multiple deprivation index in the county (1st, 5th and 6th respectively) and Storer ward has a Super Output Area ranked 3rd highest in the county for multiple deprivation. (Source: Office of National Statistics).

7.2 Welfare Benefits and Immigration statistics 07/08 (CREC)

Nature of cases/queries	Total
Welfare Benefits	501
Housing and Accommodation	397
Immigration and Nationality	170
Social Services Support	58
Training/Education Support	33
Miscellaneous Support	62
Total Cases/Queries	1221

Gender Breakdown	Total
Male	602
Female	371
Total Number of Service Users	973

Ethnicity Breakdown 2007 - 2008	Total Number of Service Users
White	4
Other Background	24
Indian	315
Bangladeshi	343
African	27
Chinese	8
British	30
Other European	93
Asian	18
Pakistani	23
Other Asian Background	6
Caribbean	28
White and Asian Mixed	22
Not Stated	32
Total	973

Statistics for 2007/08 – Bangladeshi EKOTA Project

Nature of cases/queries

Immigration/Nationality	163
Employment/Education	30
Welfare benefits	226
Housing	226
Others	191
Total	836

	Female	Male
Bengali	283	257
Gujarati	15	45
Punjabi	16	10
Other	25	25
Total	339	337

Under 18	0	0
18-24	22	9
25-34	111	80
35-44	74	88
45-59	85	86
60+	85	99
Total	377	362

One of the continuing needs over the last 40 years has been to provide free, unbiased advice on welfare benefits and immigration; access to information on all types of issues for clients and where necessary to refer clients on to other appropriate agencies. Access to the service needs to be offered to all whatever their race, religion, gender, age or sexual orientation.

7.3 Hate Crime Statistics 2007/08 - CREC Complainant Aid & Harassment Officer

Type of case/query	Total
Discrimination	6
Verbal Abuse	4
Physical Abuse	4
Graffiti	2
Bullying	1

Where people suffer from hate crime, whatever the cause, there is a need for them to have access to a free and independent source of support to help them to take appropriate action. The centres for reporting such cases need to have experienced back up where they can refer cases on.

It is known by several statutory and voluntary agencies that there are issues with under-reporting and barriers to reporting of hate crime incidents for BME communities. The Loughborough Islamic Mosque and Cultural Association on King

Street is frequently broken into and vandalised but Charnwood Borough Council and the Police do not get reports. The Council have encouraged the Mosque to report incidents as they cannot take action without the information but their requests are largely unheeded.

In 2007/08, according to the Hate Incident Monitoring Project, there was a total of 392 incidents reported within the Borough of Charnwood (219 hate crime incidents reported by the Police and various projects based in Charnwood and 18 racist incidents reported by local schools).

The Hate Incident Action Group is the focus for the eight reporting centres which have been set up for reporting hate incidents by the former CREC Racial Harassment Project. The centres make referrals to CREC expecting support and advice to be given to victims and at present with loss of funding for the Complainant Aid and Harassment Officer, CREC is without a funding for a Hate Crime Officer.

Charnwood Borough Council and the Police look to CREC for advice and assistance with aspects of its strategy documents and on matters relating to local hate crime incidents.

7.4 Community Cohesion

7.4.1 Background

Over the years Charnwood has received a substantial influx of people from different cultural, faith and racial groups. These have gradually become part of the whole community with help from various, mainly voluntary, organisations, including the CREC. However there are outside influences, which do stir up dissension from time to time.

During 2007 it was felt necessary to be pro-active in promoting good race relations during the election. In association with Leicester and Leicestershire Multicultural Advisory Group an Election Compact was produced which aimed at encouraging anti-discriminatory practises. A set of principles for good practice were created to ensure dialogue is based on facts and justice rather than stereotyping and misrepresentation.

7.4.2 Hard to reach groups

Currently we have a small but significant number of **asylum seekers and refugees**, mostly concentrated in the town of Loughborough. The CREC is working closely with the Charnwood Refugees and Asylum Seekers Forum which monitors the situation in the area and we take joint action when necessary, e.g. over election propaganda and the basing of an Immigration Reporting Centre in the centre of town.

Newer to the town are the **migrant workers** particularly from European countries. Our Community Cohesion Officer started to look at the issues of exploitation by employers and whether they are able to access support services. Locally we have a long term resident Polish community but they are not in a position to support the newer migrants who plan to stay for a short time only.

In 2005/6 there were 38,500 migrants living in the East Midlands. This number had increased by 15,000 since a year earlier and 25,000 since 2002/3. The largest

number of National Insurance number registrations for non-UK nationals in Charnwood in 2005/6 were from Chinese and Polish nationals showing 160 and 270 respectively. This evidence is supported by three Polish shops which opened last year in Loughborough.

Since there is no adequate system to measure the number of new arrivals to a particular place we can only estimate this using National Insurance Number registrations. However, that does not reflect the migration of migrant workers within the country. Thus, the recent drop in NIN registration of people coming to work in Charnwood does not reflect the fact that the population of Chinese has almost doubled in the Borough when compared with the 2001 Census.

The town also houses a considerable number of **South Asian women**. Many of these are fully part of the whole community but among them are a significant number of new arrivals and women who belong to culturally traditional families who are mainly confined to their homes. Islamophobia and the so called 'war on terrorism' have made local conditions difficult for Muslim women in particular. They need every one to one encouragement to involve themselves in the wider community and improve their confidence and qualifications.

7.4.3 The wider perspective

Engaging with particular groups is one part of the process of community cohesion but there also needs to be wider view, which takes in the whole mixture of people making up the Borough of Charnwood and how barriers can be broken down and new friendships and partnerships developed. We have a brief for the whole Borough but have not had the staffing to be able to look at the rural areas and the work that needs to be done there. The report 'Nearly all white, so why bother?' produced by Action for Racial Equality Across Leicestershire in 1998, in which the CREC played a major part, shows the extent to which people in rural areas can feel isolated from support. This work shows the kind of research needed to cover Charnwood and should include the six equality strands and human rights issues.

7.4.4 Events

One way to encourage community cohesion is to bring people together to organise and participate in specific events. During the year our work has included the Loughborough Mela, International Women's Day, several events for One World Week and our Feast of Faiths. These events have crossed age, cultural and faith boundaries and brought new confidence to work with people with such a variety of backgrounds. This work involves partnership with several local organisations.

7.5 Work on Equalities

Research on the needs of those belonging to the EHRC equality strands has begun and anecdotal evidence already shows the need for a central referral point for all clients wanting to report instances of discrimination or harassment where information can be given and cases expedited.

7.5.1 Race

Work done by the CREC over the years has demonstrated the continuing need for work to be done on racial discrimination and harassment. This work is now part of the

Hate Crime remit. The number of hate crime incidents is affected by national and international events as well as local concerns and needs continual active monitoring.

7.5.2 Other equalities

Our research has found no local organisations dealing with rights issues, harassment or discrimination for any of the other equalities. There is a need to coordinate work on these issues. There are however various bodies looking at some specific issues concerning local people e.g. Women's Aid deals with cases of domestic violence, Age Concern support elderly people, Loughborough Council of Faiths brings faith representatives together and looks at special needs for the faith communities and the CREC works very closely with them, there is a local Disability Forum and there is a Lesbian, Gay, Bisexual, Transsexual in Leicester eager to set up a group in the Borough to cover those who need help outside Loughborough University and Colleges.

7.6 Employment

Overall unemployment in the Borough in March 2007 was 1.5%. However, in Hastings ward it was 5.5%, Lemyngton ward 3.6% and in Shelthorpe ward 2.3%. The unemployment rate for the Asian population was 1.6% compared to 0.9% for the white British community. For the Bangladeshi community it is 7%.

In 2006/07, the Employment Rights Project based at CREC assisted:

Individuals	90
CAB referrals	11
Job Centre Plus referrals	40
Small & Medium businesses	74

This shows a clear need for this type of free service as there is locally no other agency, except the Citizen's Advice Bureau, that can assist individuals, in employment related issues. Only the Employment Rights Project, which has now closed, could take cases up to tribunal hearings. Work also needs to be done with employers to share good practice so that such cases are minimised.

7.7 Education

The proportion of the working age population with no qualifications is highest amongst the Bangladeshi community (45%). The percentage of people with a degree or equivalent is lowest amongst the Bangladeshi community (14%).

The Education and Inspection Act 2006 placed a duty on schools to promote community cohesion to come into force from September 2007. This may be an area for future partnership between the CREC and local schools.

7.8 Health

Across Leicestershire and Rutland the hospitalisation indicators for diabetes, coronary heart disease and heart failure indicate morbidity levels at least twice as high in ethnic minority population. Suicide rates in young Asian women are more than double those for young white women. Rates of severe mental illness (SMI), injury and stroke are higher in ethnic populations. There is a need to reduce smoking amongst BME communities. It is especially high among Bangladeshi (44%) and Irish

(39%) men and there is an issue of chewing tobacco amongst Bangladeshi women (26%).

(Source: Leicestershire, City and Rutland PCT Annual Report on Public Health 2006)

7.9 The Far Right

National trends show the growth of influence of the BNP and far right attitudes, which has caused some problems. There is a growing presence of BNP support in Charnwood, where one candidate secured a seat in the Borough Elections in May 2007 in East Goscote. However, other Borough seats were strongly contested, as were Parish Council seats across parts of the Borough. Much of the BNP election literature builds on local insecurities with regard to immigration and housing. Increased housing provision, required by the Government, is unpopular with the general public, especially in rural or semi-rural areas, more so when it is claimed to be for 'immigrants and asylum seekers' as by BNP leaflets. Significant electoral gains by BNP were also made in NW Leicestershire, in wards close to Charnwood. CREC have been working with EMREC on a project assessing the rise of 'extreme political groups in the electoral process', and also with ICOCO at Coventry University. There is no doubt that Charnwood and North West Leicestershire are priority targets, and CREC works in both districts on many of these projects.

8. PARTNERSHIPS

CREC maintains active partnerships with various organisations in the Borough and beyond and has strong and long term relationships:

Charnwood Borough Council

Leicestershire County Council

Social Services

The Police who look to CREC for advice and assistance with racial aspects of their strategy documents and on matters relating to local hate crime incidents.

Voluntary Action Charnwood

Citizens Advice Bureau

Benefits Agency

Department of Work and Pensions

Shree Ram Krishna Centre

Bangladesh Social Association

Geeta Bhawan

Sikh Temple (Gurudwara)

Loughborough Council of Faiths

Charnwood Refugees and Asylum Seekers Forum

Local community groups/centres

Local schools and colleges and the Loughborough University

Mountfields Lodge

Charnwood Independent Youth Action

CREC has also over the past years formed very strong links and networks with the British Council, Minorities of Europe, Youth Across Frontiers and has links with partner organisations all over Europe and have hosted and attended conferences, training events and youth exchanges all over Europe and in England.

In the future CREC must consider stronger links with organisations such as the Primary Care Trusts on health issues as these become more of a concern to people.

CREC has good relationships with many of the local non statutory organisations, most of whom are in CREC membership, sending representatives to general meetings, AGMs and providing a source of people who are able to play an active part in the governance of CREC, whether as trustee or as a member of a sub committee or working group. As an organisation, CREC needs to be pro-active in maintaining better relationships with existing partners and to recognise when opportunities for new partnerships arise, such as with the growth of new communities of people from eastern Europe. There are skills and expertise to be shared and realised and building the relationship itself is a good way to promote cohesion and harmony in the community as a whole.

9. QUALITY ASSURANCE AND MONITORING

9.1 Quality Assurance

Each of the projects managed by CREC is monitored and evaluated both for the funders and for internal information.

Charnwood Racial Equality Council

- complies with CRE Core Standard 14: race-specific casework.
- is accredited to level 2 (working towards Level 3) of OISC, Ref. N200100221
- is accredited by CLS Quality Mark, Ref. NOTT0149
- is working towards PQASSO quality standards
- The Company Secretary ensures that all our legal requirements are met with the Charity Commission and Company House.

9.2 Monitoring and evaluation

- Staff officers provide regular reports to Trustees on the progress of their work and projects. Reports include, as appropriate, statistics and achievement against each relevant objective and output. In ordinary circumstances all members of staff may attend meetings of the Trustees.
- The Business Plan Group monitors the actions described in this business plan and reports to Trustees on a quarterly basis.
- Questionnaires are also being prepared for clients to get their feedback on the projects.
- Feedback is always sought on any events held.
- Annual audit takes place to meet the funders and legal requirements and funders are sent end of year reports with statistics and accounts.
- Three quarterly newsletters and the Annual Report are sent to funders, members and partner agencies on progress/work of the organisation.
- A Reserves Policy is in place.

- Skills audit of current and new trustees is being done, and training has been identified for both staff and trustees, which will be carried out in stages over the next few months.
- Induction packs will also be put together with procedures and policies (which are being updated at present) for all existing and new trustees at the AGM in June 2008.
- Training and personal development ensures that staff are fully competent
- Ongoing training is given to trustees to increase their knowledge and skills
- Trustee Mentors have been appointed for each member of staff who have regular contact with them to address any concerns, issues and provide support in their work
- Annual appraisals are carried out for each member of staff

10. FUTURE

In line with the new Equalities and Human Rights Commission (replacing the former Commission for Racial Equality, the Equal Opportunities Commission, and the Disability Rights Commission), Charnwood REC is moving towards becoming a Single Equalities organisation, signposting and working in partnership with groups and agencies on all the equalities.

CREC is working on forming new partnerships and strengthening existing relationships with local organisations. It is also working more closely with the Citizen's Bureau, Voluntary Action Charnwood and Charnwood Borough Council particularly in line with the single equalities agenda.

We have sought and received approval from the Charity Commission to change our memorandum to expand our remit from race only to working in partnership on all equalities and this motion is being implemented at the AGM.

The proposed new name of the organisation is Human Rights and Equalities Charnwood – Different but Equal.

Targets:

- Carry out on-going research into the ever-changing needs of the local communities on all equality strands and prioritise the needs according to the findings.
- Build on existing partnerships and identify new partners.
- Continue building capacity of staff, trustees and organisation to meet future challenges and progress on working in partnership on all equalities.

- Broaden the range and skills of the trustees and produce Induction Packs for existing and new trustees.
- To obtain funding for the following posts:
 1. Rights Officer
To develop services of the six equality strands, to encourage work already being done, to develop work in areas not covered, to secure funding for key organisations, to give strategic advice on equalities to statutory and voluntary organisations, to provide training for relevant organizations and to manage the work of the CREC.
 2. Hate Crime Officer
To deal with individuals with complaints and talk them through to IT1 stage where appropriate and to work with and support the Reporting Centres.
 3. Community Cohesion Officer
To continue initiatives to increase awareness and develop new initiatives, to develop work with hard to reach groups, to organise events to bring people together and to look at the community profile of the town.
 4. Assistant Welfare Rights Officer
To deal with queries on welfare benefits, health, housing, etc. To negotiate on behalf of clients with benefits and service providers. To report to Charnwood Borough Council and Leics County Council on outputs and outcomes.
 5. Employment Rights Officer
To give advice on cases of discrimination/harassment on any of the equality strands, where necessary to assist in preparing cases for tribunal.

11. SWOT ANALYSIS

<p>Strengths</p> <ul style="list-style-type: none"> • Well established • Trusted in the community • Commitment of the trustees/members • Own our own premises • Previous work on strategies • European connections • Continuity and loyalty and experience of staff • Survival despite loss of director • Website clear and accessible updated regularly • Access to location, disability • Service Council of Faiths and Charnwood Refugees and Asylum Seekers Forum • Picking up on services dropped .e.g Mela. • Good presence and involvement in East Midlands Racial Equality Consortium (regional level) • Better working with CAB • More female trustees on board 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Loss of EHRC funding 08/09 • Lack of staff - Director/Rights worker/Community Cohesion worker/Employment Rights Project • Lack of young people and BME trustees • Not enough partnership working/knowledge of partners
<p>Opportunities</p> <ul style="list-style-type: none"> • Working with VAC/CAB ongoing • Olympics • Expanding in areas of other equalities in partnership with local groups, agencies and individuals • More awareness/discussions on Human Rights issues • Working closer with Borough/County • Partnership College/University/Olympics • Single Equalities Agenda • Involve young people/BME • Migrant Workers broaden scope/experience through bids submitted • For Migrant Workers Project and other projects identified • EHRC Equalities agenda • Publicity • EU funding links around young people – bids for training conferences, youth exchanges submitted and to try to replicate on local level with local youth involvement 	<p>Threats</p> <ul style="list-style-type: none"> • Loss of County/Borough funding • Get sidelined • Single Equalities agenda may be too much • Not involving young people/BME • Lack of leadership from new committee after AGM • Skills not passed on

Charnwood Racial Equality Council

**66 Nottingham Road
Loughborough
Leicestershire
LE11 1EU**

Tel (01509) 261651

Fax (01509) 267826

Email: crec@btconnect.com

Website: www.charnwoodrec.org