
Human Rights & Equalities Charnwood

Business Plan

June 2011



Community
Legal Service



Lloyds TSB | Foundation for England and Wales

Funded by the Equality & Human Rights Commission

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EXECUTIVE SUMMARY

Mission

Human Rights & Equalities Charnwood 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.

The HR&EC will:

- Work towards eliminating discrimination
- Campaign for equality of opportunity
- Promote good relations between all persons in the Borough of Charnwood, in the County of Leicestershire

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

Human Rights & Equalities Charnwood (HR&EC), a registered charity and Company Limited by Guarantee, was established as Charnwood Community Relations Council in 1969 and became Charnwood Racial Equality Council in 1996.

We finally became HR&EC on 9 September 2008. Our new name reflects our widened brief across all equality strands (Race, Age, Gender, Sexual Orientation, Disability and Religion & Belief and their sub-groups) in partnership with others.

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

HR&EC is a membership organisation with a wide cross-section of local organisations and individuals who elect the Trustees/Directors, Chair and Vice Chair. For 2010-2011 we had 32 member organisations and 34 individual members. We have a Company Secretary, a Treasurer and a Quality Mark Representative appointed by the trustees. We have up to 12 Trustees and up to 6 co-opted trustees.

Beneficiaries

Individuals, especially those in the Borough, who are at risk of discrimination or harassment or vulnerable in other ways. Local voluntary and community organisations, statutory agencies, local employers and businesses, local schools, colleges and University and local faith groups.

Partnerships

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

Organisational Structure

The trustees are responsible for the work of HR&EC and are elected by the membership for periods of 3 years. The trustees appoint such sub committees and working groups as are required from time to time.

Capacity Building

HR&EC 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 reviewed each year and are available on the website for all trustees and staff to access. Trustee mentors have been appointed for each member of staff.

A skills audit of trustees has been carried out and a trustee's code of conduct has been produced. An analysis of current trustees and identifying new trustees are all part of ensuring we work as efficiently and as professionally as possible.

Quality Assurance and Monitoring

Each of the projects managed by the HR&EC is monitored and evaluated both for the funders and internal information on a quarterly basis. We are constantly working to improve staff qualifications and service provided.

Current Services Provided

Welfare Rights Immigration and Nationality Advice
Strategic Work
Hate Incident Action Project
South Asian Women's Project (until July 2011 – seeking funding to continue)
Prevent Project (until July 2011)
Conferences, training courses for young people at European wide level
And other work as needed
HR&EC also provides space for volunteers and staff to co-ordinate events, which aim to improve community cohesion, and provides placement for students and volunteers

Funding

Funding currently comes from Leicestershire County Council, Charnwood Borough Council, Lloyds TSB Foundation for England & Wales, Equality & Human Rights Commission, and the British Council. We apply to other funders as and when appropriate. We have a fund raising plan and an annually approved budget.

Evidence of need

Work on equalities
Welfare Rights and Immigration
Hate Crime/Incidents
Work with women
Community Cohesion
Rural areas of Charnwood
Hard to reach groups
The Political scene
Website and Face book Fan Page
Premises
Computers

The Future

In setting our future priorities, we have looked at the priorities identified in our 2010 Business Plan and identified new trends and needs.

Our priorities for the coming year are:
Capacity for future work
Work on Equalities and Human Rights issues
-Refugees and Asylum Seekers
-Faith groups
-Promotion
Maintaining our current projects
-Welfare Rights & Immigration
-Bangladeshi Community Project
-Hate Incident Action Project
-Work with women
-Youth conferences
Community Cohesion in Charnwood
-Events and awareness raising
-Work in rural areas of Charnwood
-Work in deprived areas of Charnwood
Political scene
Website and Face Book Fan Page
Improvement of our premises
Replacing old computers

1. MISSION

Human Rights & Equalities Charnwood 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.

- The HR&EC will: Work towards eliminating discrimination
- Campaign for equality of opportunity
- Promote good relations between all persons in the Borough of Charnwood, in the County of Leicestershire

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

Human Rights & Equalities Charnwood is a registered charity.

HR&EC was first established as the Charnwood Community Relations Council in the Borough of Charnwood in 1969 (then known as "The Garden"). In 1991 we moved from Church Gate and bought the property on 66 Nottingham Road with a mortgage.

In 1996 we became Charnwood Racial Equality Council to reflect the commitment to racial matters and in 2001 we became a Company Limited by Guarantee.

In 2008 we became Human Rights & Equalities Charnwood (HR&EC), to reflect the widening brief to work on all equalities (Race, Age, Gender, Sexual Orientation, Disability and Religion & Belief) in partnership with others and on Human Rights & equalities legislation.

HR&EC 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 services provided

Initially the organisation employed only a Community Relations Officer. This post was subsequently replaced by an Executive Director, (the funding for which we lost in 2005) with administrative support working under a very active 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.

Earlier work has included:

- Policy & Development support (Race Equality Schemes),

- Gypsies and Travellers,
- Racial Harassment Project,
- Community Cohesion,
- Employment Advice and Rights Projects,
- Advice work for the Bangladeshi community,
- Research - Pathfinder,
- Racial Harassment and Schools Project,
- Action for Racial Equality Across Leicestershire

Publications/Research:

- Pathfinder
- Nearly All White so Why Bother
- Racial Harassment Resource Pack
- Loughborough Our Home (a report on the settlement of people from Bangladesh)

4. MEMBERSHIP

HR&EC is a membership organisation with a wide cross-section of local organisations and individuals who elect the Trustees. HR&EC is always seeking co-options to reflect work on the wider equalities. There are currently three places for co-options.

4.1 Honorary Positions

Hon President	The Mayor of Charnwood
Hon Vice President	Dr Alec Strachan
Hon Solicitor	Mr David Pagett-Wright (Moss Solicitors)
Hon Treasurer	Mr Trevor William Shaw

4.2 Company Secretary 2011/2012

Cllr Peter Lewis

4.3 Trustees 2011/2012

Debbie Green (Chair)	Jewel Miah
Anne Williams (Vice-Chair)	Tony Payne
Val Watts (Joint Vice-Chair)	Linda Shaw
Trevor Shaw (Treasurer & Quality Mark Representative)	Dave Thomas
Amrat Bava	Darren Naylor
Abdus Shahid	Pauline Joyce

4.4 Co-opted Trustees 2011/2012

Jill Vincent, Nimu Vadher and Steve Phipps

4.5 Member Organisations

(34 organisations)

Adult Learning Services LCC	Loughborough Churches Partnership
Age Concern Leicestershire	Loughborough College
All Saints Parish Church	Loughborough Council of Faiths
Bangladesh Social Association	Loughborough Islamic Cultural Association
Burleigh Community College	Loughborough Labour Party
Charnwood Arts	Loughborough United Reformed Church

Charnwood Bangladeshi Society
Charnwood Borough Council
Cobden Primary School
Connexions Loughborough
Fearon Hall
Geeta Bhawan
Hate Incident Action Group
Leicestershire Libraries
Leicestershire Teachers NUT
Limehurst High School
Loughborough Baptist 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
Youth Shelter

4.6 Individual Members

(32 members)

4.7 Friends of HR&EC

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

4.8 Marketing Plan

The Marketing, Publicity & PR group is charged with promoting and publicising our mission and is assisted by the Membership Panel, elected at the AGM.

Overall aim

- To raise our profile locally, regionally and nationally
- To encourage individuals and organisations to engage in our work by partnership working, volunteering or membership
- To demonstrate the impact of our services
- To foster an awareness of the value of diversity in our community

5. 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.
- Vulnerable people and those who lack understanding of how systems work e.g. for benefits, housing, education, social services, health services or employment.
- Local voluntary, community organisations and groups, especially those representing any of the six equality strands.
- Local statutory agencies e.g. Charnwood Borough Council, Leics County Council, Leics Constabulary etc.
- Local employers and businesses and Loughborough Chamber of Commerce.
- Local schools, colleges and Loughborough University
- Local Faith groups
- Deprived socio-economic groups
- Youth through our work in UK and across Europe
- Victims of hate crime/incidents, their families and communities affected by hate incidents
- Women from minority backgrounds, particularly South Asian and Muslim

6. PARTNERSHIPS

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

Charnwood Borough Council

Local Strategic Partnership
Communities & Partnerships
Charnwood Together

Government's Prevent Agenda
Stronger Communities

Anti-Social Behaviour Steering Group
Charnwood Neighbourhood Housing
Housing Benefits, Neighbourhood Housing etc

Hate crime/incidents
General work on Council Tax

Leicestershire County Council

Adults and Communities

Adult Social Care
Learning Disability Partnership
Leicestershire Libraries

Children and Young People's Services
Leicestershire Adult Learning Service
Leicestershire Youth Service
Local schools and colleges
Connexions Leicestershire

Hate Incident Monitoring Project (HIMP)

Hate Incident Action Group (HIAG)

The Leicestershire Constabulary

Community tensions, issues and matters
Hate Incident Review Panel (HIRP)

Hate Crime/Incidents

Loughborough University

University Chaplaincy
Loughborough University LGB&T group

The Centre for Faiths & Spirituality
Students Union

The Royal National Institute for the Blind College

Loughborough College

Voluntary Sector Organisations

Age Concern Leicestershire
Charnwood Arts
Charnwood Disability Forum
Charnwood Refugees and Asylum Seekers Forum (CRASF)
Citizens Advice Bureau
Leicester Gay Bi-sexual & Transgender Centre (LGB&T)
Loughborough Council of Faiths
Loughborough Women's Aid
The Bridge (*homeless people*)
Turning Point
Voluntary Action Charnwood
Voluntary Action Leicestershire
Youth Shelter (*formerly Charnwood Independent Youth Action*)

Welfare/Benefits Advice Organisations

Benefits Agency
Citizens Advice Bureau
Department of Work and Pensions

Community Centres and Organisations

Agrani Women's Group
All Together Place (Warwick Way Community Hub)
Bangladesh Social Association
Fearon Hall Community Centre
Geeta Bhawan
Loughborough Mosque & Islamic Cultural Assoc
Marios Tinenti Centre
Moir Youth & Community Centre
Rosebery St Peter's Community Centre
Shah Jalal Centre
Shree Ram Krishna Centre
Sikh Temple (Gurudwara)
Swaminarayan Hindu Mission

Regional bodies

East Midlands Racial Equality Consortium (EMREC)
Faiths Forum for the East Midlands (FFEM)
Government Offices East Midlands (GOEM)
Regional Equality & Diversity Partnership (REDP)
One East Midlands (OEM)

National bodies

Equality & Human Rights Commission
British Youth Council

HR&EC 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 has hosted and attended conferences, training events and youth exchanges in many European venues as well as in England.

HR&EC has good relationships with many of the local non statutory organisations, most of whom are HR&EC members, sending representatives to general meetings, AGMs and providing a source of people who are able to play an active part in the governance of HR&EC, whether as trustees or as a members of a sub committee or working group. As an organisation, HR&EC is pro-active in maintaining relationships with existing partners and recognising when opportunities for new partnerships arise.

7. ORGANISATIONAL AND OPERATIONAL STRUCTURES

To show how HR&EC operates, two charts are given below.

7.1 Organisational structure

This shows the trustees, elected from the membership, at the hub with our staff, officers and subgroups.

1. Members (representatives of organisations and individuals) elect the Trustees/Directors, Chair and Vice Chair of HR&EC.
2. Trustees/Directors appoint a Company Secretary, Treasurer and Quality Mark Representative.
3. Trustees/Directors appoint staff and are responsible for managing them. They appoint a mentor for each of the staff from their number.
4. They appoint members of committees and set up such topic groups as are needed from time to time.

Finance & Property (from their number)

Ensures proper financial management and that office building is fit for purpose.

Personnel Committee (from their number)

Recruits and manages staff and volunteers. Ensures staff professional development.

Marketing, Publicity & PR

Promotes HR&EC within the local and national sphere. Encourages new membership from appropriate organizations and individuals.

Business Plan Committee

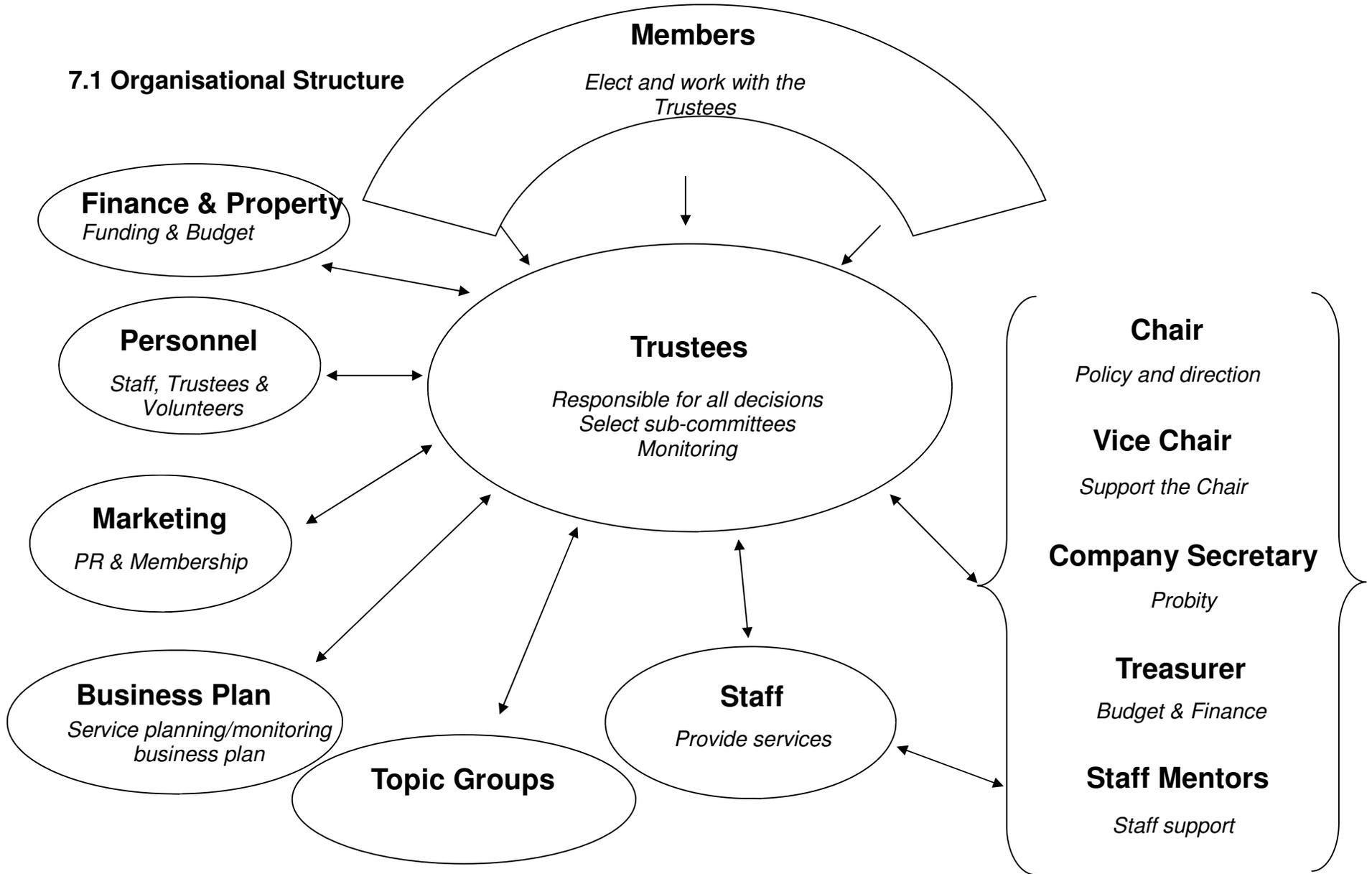
Updates the business plan and reviews/monitors service performance annually.

Topic Groups (set up when required).

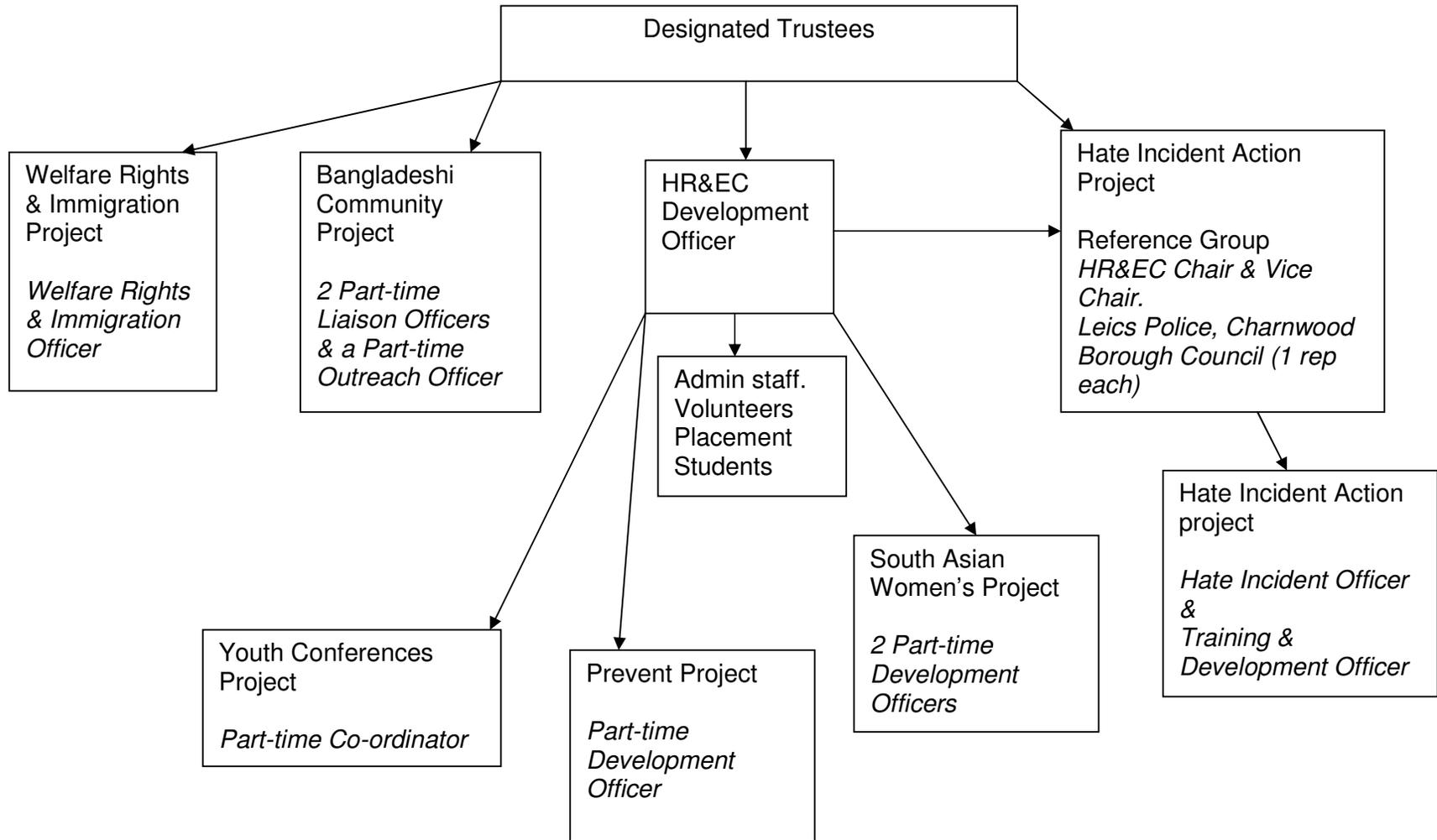
7.2 Operational structure

This shows our staff, who are the service providers, and their relationship with the trustees and officers.

7.1 Organisational Structure



7.2 Operational Structure



8. CAPACITY BUILDING

HR&EC 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 reviewed annually and are available on the website for all trustees and staff to access.

A trustee's code of conduct has been produced and an annual skills audit of trustees has been carried out. 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.

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 HR&EC manages continue to give service in the field of benefits and immigration casework, hate crime, discrimination and harassment, inter faith work, community cohesion and conferences with young people Europe wide. We have developed an induction process for new staff and volunteers.

An induction is carried out each year after the AGM bringing staff and trustees together and packs with key information is given to all trustees. Trustees also attended training provided by Voluntary Action Leicestershire on effective meetings, committees and finance.

Staff also attended training with VAL on team work, and other training needs are regularly identified.

9. QUALITY ASSURANCE AND MONITORING

9.1.1 Community Legal Services Quality Mark

HR&EC has achieved the CLS Quality Mark for its provision of legal information and help under the General Help with Casework level. The HR&EC Treasurer is the Quality Mark Representative and has oversight of an annual review of quality processes.

9.1.2 Quality Assurance

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

9.1.3 Change Control

Should Quality Assurance indicate that a project is not meeting its targets, the appropriate funders and partners will be promptly informed with a view to re-negotiating targets

9.1.4 Quality Measures

We

- are accredited to level 2 (working towards Level 3) of OISC, Ref. N200100221
- are accredited by CLS Quality Mark, Ref. NOTT0149
- use Practical Quality Assurance System for Small Organisations (PQASSO)

The Company Secretary ensures that all our legal requirements are met with the Charity Commission and Companies House.

9.2 Monitoring and evaluation

- Staff 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.
- Staff maintain their Continuing Professional Development (CPD)
- Trustee Mentors have been appointed for each member of staff who have regular contact with them to address any concerns, issues and provide support
- Annual appraisals are carried out for each member of staff
- Training and personal development ensures that staff are fully competent
- Skills audit of current and new trustees is done annually and ongoing training is being identified for both staff and trustees, which will be carried out in stages over the year.
- Induction packs have been put together with procedures and policies which are constantly kept updated and used for training all existing and new trustees.
- The Business Plan Committee reviews service performance against service strategy annually, and reports to Trustees when required.
- We carry out PQASSO Quality standards monitoring. (used in each committee)
- Questionnaires are given to clients to get their feedback and are annually reviewed to identify and address trends.
- Feedback is always sought at 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.
- 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.
- Contingency policy and adequate insurance in place in case of fire, flood etc.

10. CURRENT SERVICES PROVIDED

Current staffing

- 1 full time Welfare Rights and Immigration Officer providing advice up to the Office of Immigration Services Commissioner (OISC) level 2.
- 2 part time Liaison Officers, (one at OISC level 2, the other at level 1) and 1 part time Outreach Officer, particularly for the Bangladeshi community.
- 1 full time Development Officer who also co-ordinates the work of the various projects of the HR&EC, administers the office and works on developing the organisation and its work.
- 1 full time Hate Incident Officer.
- 1 full time Training & Development Officer. (Hate crime)
- 2 part time Development Officers working with South Asian Women for a 2 year project funded by the Lloyds TSB Foundation for England and Wales.
- 1 part time Development Officer working on the Government's Prevent Agenda on a fixed term contract up to 31 March 2011.
- Youth conferences Co-ordinator

10.1 Welfare Rights, Immigration & Nationality Advice

This service is funded by Leicestershire County Council and Charnwood Borough Council to provide advice, information and guidance to individual clients. We have one full time Welfare Rights & Immigration Officer and two part time Bangladeshi Liaison Officers who help clients in liaising with the Home Office and various benefits agencies. We also have a part-time Bangladeshi Outreach Officer who can do home visits for elderly, disabled and vulnerable people who are unable to visit our offices.

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 to other organisation and agencies. Staff speak a number of ethnic community languages and use their skills when necessary to interpret for clients and agencies. Two of the staff are qualified at OISC level 2 and are working towards level 3; the other is qualified at level 1 working towards level 2 for their immigration advice work. All staff are fully complying with the OISC for its regulatory requirements and maintaining Continuing Personal and Professional Development (CPD).

10.2 Strategic work

HR&EC 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. HR&EC is represented at Charnwood Together (the Local Strategic Partnership) and is a member of the Stronger Communities Group, and is an active partners on CBC's Prevent Steering Group. Charnwood Borough Council and the Police consult HR&EC for advice and assistance with aspects of their strategy documents and on matters relating to local hate crime incidents.

The HR&EC's Development Officer continues to work on expanding the organisation's remit to include all equalities and broaden and strengthen the partnerships of the organisation.

We have been commissioned by Charnwood Borough Council to help deliver some work around the Government's Prevent Agenda linking into the work with our current projects.

10.3 Hate Incident Action Project

This project is funded by the Equality & Human Rights Commission over a 3 year period, subject to funding being available and project delivering successfully in years 1 & 2. HR&EC have two full time officers, a Hate Incident Officer, who provides support to victims, refers and signposts them as appropriate, re-establishes existing and sets up new reporting centres and a Training & Development Officer, who works with groups and agencies to raise awareness of hate crime and encourage reporting.

10.4 South Asian Women's Project

A two year project funded by the Lloyds TSB Foundation for England and Wales to work with South Asian Women is due to end July 2011. The project encourages and engages women's groups and individual women to build their confidence and skills in playing a fuller role in society and take part in activities in the Borough of Charnwood, to organise cross cultural events and to liaise with educational, health and leisure agencies. We believe this work is vital to Charnwood and are seeking funding to carry on the work.

10.5 Prevent Project

A fixed term contract to deliver specific outputs on the Government's Prevent Agenda on behalf of Charnwood Borough Council has been successfully delivered and will end July 2011

10.6 Conferences/Training courses for young people

HR&EC has been directly involved in organising youth conferences, training programmes and exchanges, and engaging young people to participate in similar events all over Europe and the UK. Most conferences involve at least 14 to 15 countries with participants of around 28 to 30 young people and team leaders. We involve local young people from Charnwood, local agencies and partners in these conferences including staff and volunteers from Charnwood Borough Council, Charnwood Arts, Voluntary Action Charnwood, Loughborough Council of Faiths, community centres and religious centres. We have build extensive contacts with students from local schools, the colleges and the University and other individuals.

10.7 Other work

The HR&EC acts as a co-ordinator bringing together the work done by the staff and volunteers. This includes co-ordinating events which aim to improve community cohesion, e.g. local Mela, Feast of Faiths, One World Week and European wide Youth Conferences, and also developing work with Loughborough Council of Faiths and Charnwood Refugees & Asylum Seekers Forum. We also support students from local schools and colleges on placement and volunteers. HR&EC provides secretariat support and co-ordinates the East Midlands Racial Equality Consortium (EMREC).

11. FUNDING

11.1 Background

HR&EC's original funding was from Leicestershire County Council and Charnwood Borough Council for its casework and administration. We have since successfully secured funding for various projects. These include Lloyds TSB Foundation for England & Wales for work with South Asian Women, British Council for work with young people, Charnwood Borough Council for work on the Government's Prevent Agenda and the Equality & Human Rights Commission for work on hate crime/incidents. HR&EC is always seeking to apply to other funders for needs in the community as they are identified.

11.2 Fundraising Plan

The Finance & Property Committee is charged with securing funding for our current and planned services.

Overall aim

- To demonstrate to our funders positive outcomes and value for money
- To maintain funding for current services
- To seek funding for new priority areas.
- To have a reserves policy

We:

- Seek funding from sources of good standing in respect of current and future projects.
- Welcome donations and in-kind contributions from business and other supporters, especially with respect to our service delivery work.
- Do not undertake fundraising from the general public.
- Ask funders to adopt full cost recovery in making grants
- Do not charge clients for advice.

11.3 Budget

We maintain a rolling three-year fundraising plan in respect of current projects a two-year plan for future projects.

BUDGETS - CURRENT PROJECTS

PROJECT	Funder	Past year 2010/11	Current Year 1 2011/12	Year 2 2012/13	Year 3 2013/14	Comment
General help to clients	Charnwood Borough Council – main grant	11,805	11,149	10,493		
General help to clients - Bangladeshi Community Project	Charnwood Borough Council – Bangladeshi Community grant	9,910	9,360	8,809		
General help to clients	Leicestershire County Council	51,508	51,508 *			* subject to commissioning negotiations Sept 2011

Development of HREC	Charnwood Borough Council	2,000				Also, see future projects
South Asian Womens' Project	Lloyds TSB Foundation for England & Wales	14,600				Project due to end March 2011 extended to July 2011
Hate Incident Action Project	Equality & Human Rights Commission	70,800	68,450	69,850		* Funding for year 3 is subject to future decision by EHRC
Prevent	Charnwood Borough Council	20,000				One year project
Confidential meeting accommodation	Leicestershire Constabulary	1,000				Also, see future projects

FUTURE PROJECTS

PROJECT	Potential funder	Current Year 1 2011/12	Year 2 2013/14	Comment
Maintain the development of HREC	Local Authorities and others	5,900	5,900	
Womens' project to build on existing South Asian Womens' Project		1,000		
Promotion of Human Rights – H.R. impact on communities, including LGBT, Women and young people	Big Lottery	70 to 80K	70 to 80K	The scope and costing is currently being considered. Term 3 to 5 years.
Confidential meeting accommodation	Potential funders are being identified	30,000		
Youth conference to be hosted in Georgia	British Council	£19k		Application approved
Replacement of computers	Awards for All & other funders	3,000		

12. EVIDENCE OF NEED

12.1 Work on Equalities and Human Rights issues

Work is needed on issues of Human Rights, especially in relation to employment, education, and health in the Borough. While working on the wider equalities agenda we have made links with various bodies working in specific areas e.g. Women's Aid, Age Concern, Loughborough Council of Faiths, Charnwood Refugees and Asylum Seekers Forum, the Royal National Institute for Blind College, Disability Forum and the Leicester Lesbian, Gay, Bi-sexual and Transgender Centre. From our discussions with them, we have identified a need for these groups to work with each other so that services can be linked up.

Asylum Seekers and Refugees

Currently we have a small but significant number of asylum seekers and refugees, mostly concentrated in the town of Loughborough, who have particular needs. We are working closely with the Charnwood Refugees and Asylum Seekers Forum and we need to monitor the situation in the area regularly and take joint action when necessary.

Faith groups

It is important to engage people of all faiths and of no faith in working with each other in the community and we need to continue to work with and support the Loughborough Council of Faiths in responding to the needs of these groups.

Promotion

Since we have expanded our work to cover human rights and equalities, we realise we need to promote what this means to the general public in a variety of ways.

We need to continue to advertise all the projects we have and the fact that we can advise and support people from all backgrounds on queries that are relevant to our projects and signpost them to other organisations where appropriate.

12.2 Current projects

Welfare Rights and Immigration and Bangladeshi Community Project

The demand for our casework continues as demonstrated by this table:

YEAR	SERVICE USERS DEALT WITH
2008-09	2,283
2009-10	3,331
2010-11	4,534

Whilst we encourage clients to manage their own affairs where possible, we are aware that some of the more elderly and disabled clients find this difficult. Our Outreach Casework service has continued to increase for clients who are unable to come to our offices.

Hate Crime/Incidents

Our work with statutory and voluntary agencies, including Charnwood Borough Council and Leicestershire Constabulary shows that there are issues with under-reporting and barriers to reporting of hate crime incidents.

This has been demonstrated during the first phase of our Hate Incident Action Project through feedback from community groups and statistical data. Incidents recorded on the countywide Hate Incident Monitoring Project database have increased in Charnwood by 116%, from 12 incidents in 2009/10 to 26 in 2010/11, against an average increase in the whole county of 26%.

During 2010/11 our Hate Incident Action Project dealt with 33 cases. Of these, 10 came from villages in the Borough. When we set the project up we anticipated 15 over all categories. The project officers are aware that there is a need now to work across the private sector.

Work with Women particularly from the South Asian background

Our South Asian Women's Project and our project on the Government's Prevent Agenda have both engaged with many local women. Feedback from questionnaires, evaluation forms and word of mouth has highlighted the need for this work to continue and take it further by ensuring women's rights are met.

One of our local councillors (also a board member) was approached by several women who re-iterated the need for engaging with women in different ways to ensure they are fully accessing education, volunteering, employment and health opportunities and services, and also playing a more active role in society and their families.

Youth conferences

Feedback from participants and local interest shown in the youth conferences we organise both in the UK and in Europe show the value of these conferences and the need for them to continue.

12.3 Community Cohesion in Charnwood

Charnwood has a rich diversity of people from different cultural, faith and racial groups and Loughborough University has a high population of overseas students.

Events and raising awareness

The attendance and interest at our general meetings and Public Lectures on topics of local and national importance shows that there is demand for us to continue holding these events. There is also a need for events to promote community cohesion and we continue to work in partnership with key agencies to deliver these. We are always seeking to ensure all the events are promoted to villages and try to engage with people and groups in rural areas in Charnwood.

Rural areas of Charnwood

We are conscious that historically our membership and work tended to concentrate on the town of Loughborough but in recent years there has been a demand for our services from the rural areas. In more recent years, our membership has slowly begun to extend into the rural areas and councillors from these areas have talked with us about the needs of residents.

Our Hate Incident Action project works in these areas and indicates there is a need to expand this approach to all of our services.

Work in deprived areas of Charnwood

Some places in Charnwood are identified as 'pockets of deprivation' and people living in these areas experience multiple deprivation. There is a need to ensure

partnership work with Charnwood Borough Council and other agencies is continued with identified groups and community houses particularly in these areas.

12.4 The Political Scene

Prior to the May 2010 General Election, national trends had shown the growth of influence and electoral success of politically divisive attitudes, particular associated with organised political parties, which, while legitimately constituted and recognized, specifically include within their policies discrimination against groups on grounds of race, or faith, or personal lifestyles, or who directly challenge Human Rights legislation. This has caused real concerns and we need to be alert to the continuation of such attitudes.

12.5 Website and Facebook Fan Page

Website

We constantly monitor the use of our website. The table below shows activity over the last two years. This demonstrates the value of our website and the need to keep it updated.

Interest area	hits / downloads
Annual accounts	60
Annual reports	294
Business plans	135
News related articles	197
Newsletters	1,106
Reporting hate crime	35
TOTAL	1,827

We have identified the need to include a library of resources.

Facebook Fan Page

This has a steady fan base. For example, in March 2011 we posted four updates and these had an average 230 hits. We need to continue to develop this.

12.6 Our Premises

We have identified the need to improve our premises:

- to give confidential ground floor space to see clients and offer one to one support in privacy.
- to provide accessible toilet facilities for clients with mobility issues.

12.7 Computers

We need to replace several old computers that are not compatible with new software.

13. THE FUTURE

Capacity for future work

After the loss of the Executive Director post in 2005, we used the expertise of staff and existing and new trustees, and tapped into assistance from our partners to allow a different management style.

Should the need to provide new services arise, we will evaluate our capacity to provide them and look for funding sources.

HR&EC will continue to build the capacity of its staff and trustees to ensure we are delivering services to the best of our capabilities. We will seek to ensure our membership and trustees reflect the diverse background of the local communities.

13.1 Work on Equalities and Human Rights issues

We are in the process of applying to further our work on these issues in partnership with the Big Lottery, particularly in raising awareness of the use that can be made of Human Rights legislation.

We will continue to build stronger links with agencies and partners in employment, education and health through targeted networking, inviting people with relevant interest and experience to become members and co-opting trustees to work with us on focus groups.

We will promote work done by other agencies on these issues through our various projects as well as actively supporting and working with them in organising events to raise people's awareness of these issues.

Refugees and asylum seekers

We will continue to support and co-ordinate the Charnwood Refugees & Asylum Seekers Forum which involves agencies working together on issues facing refugees and asylum seekers. We take responsibility to ensure that when issues are brought to the forum's attention, they are addressed.

Faith groups

We continue to build on the close work we do with Loughborough Council of Faiths and will work at a regional level with the Faiths Forum for the East Midlands.

Promotion

We will continue to produce newsletters, hold general meetings and the annual lecture..

We will continue to use the local media to promote our work and to respond to local developments.

We will do more to promote our image in the rural areas on Charnwood.

We have applied to the Heritage Lottery Fund for a grant to show our involvement in the 'The changing face of Charnwood', a project designed to capture the development of Charnwood, particularly through the impact made by migrants,

and our part in enabling that impact to be strengthening rather than divisive. This is being done in partnership with Charnwood Arts.

13.2 Current projects

Welfare Rights & Immigration, Bangladeshi Community Project and the Hate Incident Action Project

We will continue to provide the current projects and seek funding to ensure this valuable work carries on. We will endeavour to promote all our projects to rural areas, so that we reach communities and groups in the whole of the borough.

The projects will continue to empower clients to take a more active lead in their affairs and we will signpost and refer cases to appropriate agencies and service providers.

Work with Women particularly from the South Asian background

The successful work of both the South Asian Women's Project and Prevent has highlighted the need for this important work to continue and also to take it further by ensuring women's rights are met. We are seeking new funding to carry this valuable work forward.

Youth conferences

We intend to continue to run at least one conference for young people from Charnwood giving them an opportunity to travel to other countries and learn about other cultures, religions and practices.

13.3 Community Cohesion in Charnwood Events and awareness raising

We will continue organising events to bring the diverse members of our community together. This will include, where necessary, taking the lead with International Women's Day, Loughborough Mela, One World Week, Inter Faith Week and working in partnership with other voluntary organisations.

Work in the rural areas of Charnwood

We will continue to engage with people in Charnwood's villages through events we hold. Our hate crime work has extended to the rural areas and seeks to establish new reporting centres and raise awareness of hate crime through training. We intend to continue promoting all our other services and raising our profile in the villages in Charnwood through contacts with local libraries, talking with councillors, parish newsletter, Leicestershire Villages Website and Multi Access Centres.

Work in deprived areas of Charnwood

Through some of our work we have already started to engage with groups in deprived areas and intend to build on this through work with community houses, the Marios Tinenti Centre and the Warwick Way community group, All Together Place.

13.4 The Political Scene

We will offer support and advice to those who may feel their human rights are adversely affected, and will continue to foster democratic inclusiveness from all of our citizens.

13.5 Website and Face Book Fan Page

We will continue to improve our website and Face Book Fan page, reflecting the wide range of work done through all the projects and use it as a tool to promote the work of the organisation. We will endeavour to ensure it meets with accessibility requirements and intend to build up a library of resources during the year.

13.6 Improving our premises

We have identified that there is potential to expand at the back of our building to provide new accessible space both upstairs and downstairs and an accessible toilet for people with mobility issues. We continue to identify suitable funders for a capital bid.

13.7 Computers

We will apply for funding to replace the old computers.

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