



Welcome Here calls for action

Welcome Here was published in August 2018 by Newcastle CVS, celebrating the work of the voluntary and community sector in Newcastle and Gateshead with the diverse local Black, Asian and minority ethnic (BAME) communities. As well as highlighting good work, disadvantage and discrimination, the report suggests action and includes resources.

Since August the system-wide nature of racism has become ever clearer under the 'hostile environment':

- The Windrush scandal with people wrongly deported and some still unfound.
- Racism incidents in schools increasing exponentially, reflecting wider society.
- Calls for increased stop and search by police, despite Black people being eight times more likely than a White, Asian or mixed White person to be stopped.
- The ICO finding that the police Gang Matrix breaches data protection, with blanket sharing of information usually about Black young men and boys, leading to lack of opportunities; and that at least 40% on the Gang Matrix are the victims of crime.
- An anticipated increase in hate crime especially racist and faith based hate crime in the lead up to the final Brexit negotiations for March 2019.

This makes it even more important for voluntary organisations and public services to examine their inclusivity, their accessibility for Black, Asian and minority ethnic people, their support for community cohesion, and to take action.

The legislation

Your organisation has a duty of care, duties under the Safety, Health and Welfare at Work Act 2005, duties under the Equality Act 2010, and duties under GDPR 2018.

1 Check the local changing demographics; get the stats

- Statistics will support designing your services and activities, and in fundraising
- Check your local statistics about ethnicity, language use, and faith, including for school age children on [Gateshead JSNA](#), [Know Newcastle](#), [the Census 2011](#), and [the Ethnicity facts and figures website](#)
- Do people from all expected demographics use your service? Work as employees? Sit on your board? Offer their time as volunteers?

2 Be aware of minority stress:

- Assume your service users experience racism, a sense of being unwelcome, and social exclusion from the mainstream.
- Assume that the continual drip, drip impact of prejudice and racism will exacerbate stress and mental health issues for both new and long settled BAME communities.

3 A diverse workforce

- Are BAME people reflected across your organisation or only in BAME focused projects?
- Does your workforce reflect the local demographics for ethnicity?



- If not, ask if it is because people do not apply? Or they apply and do not get the jobs?
- Create an action plan to address whichever it is.
- Examine your recruitment system for unconscious bias, including job descriptions.
- Potential ideas to address staff diversity: create bi-lingual volunteer programmes, champions, shadowing, hold an open day inviting BAME communities, offer mentoring, create links with schools...
- Offer more than one place so people are not the lone person from that community.

4 **Create a welcoming atmosphere**

- Use the Welcome Here poster A4 [Download](#) or Welcome Here A3 [Download](#)
- Do people smile as clients come into your service?
- Create a sign that says 'welcome' in different languages; there are many on the internet. Check it includes languages used by newer local communities.
- Think about what it is like to use your service or try to use your service, for the first time. The free Poverty Proofing Tool can help you: <http://povertyproofingvcs.org.uk/>
- Some key information in other languages makes people feel the service is for them.
- Do your images routinely portray ordinary Black, Asian, and minority ethnic people?
- Promote empowering and positive images of dark skinned young women.
- Make use of calendars such as Gateshead Multi Faith Calendar: http://educationgateshead.org/wp-content/uploads/2018/02/16XX-SS-Faith_Calendar_2018.pdf

5 **Being accessible**

- Access to services, rights, and society is through trusted relationships, word of mouth, and personal recommendation for many in BAME communities.
- If people feel unwelcome, are sent letters they cannot read, and expected to keep to time when a community culture is more fluid, services are less accessible.
- How easy is it for this particular individual or family to use your service?
- Do their wider community values support or hinder take up of your service?
- Find out about the needs and views of people from a new community: different food, sense of time, views about bringing up children, fear of officials and state services, community and social obligations.
- Can your service change to accommodate them?
- Create a service recruiting bi-lingual workers and volunteers.
- Develop proactive outreach; check your service is appropriate and responsive.

6 **Beware jargon**

- Jargon is poorly understood by all service users, and especially by those with English as an additional language.
- Don't assume service users can read in their first language.
- Consider how people who do not speak English fluently can use your service.
- Use Plain English and avoid colloquialisms or informal words such as 'bamboozle'.
- Free guides are available on <http://www.plainenglish.co.uk/>



7 **Develop cultural competence**

- Being culturally competent is part of accessibility duties under the Equality Act.
- Are your staff trained and informed about cultural competence? See below for Newcastle CVS offer
- Have you reviewed your service to ensure it is appropriate for different cultural communities as they change?

8 **Working with interpreters**

- Is it clear for your clients and service users how to access interpreters?
- Are your staff and volunteers trained to work with interpreters?
- Do your staff check for quality and that it is accurate interpreting?
- Do you ask staff to monitor and report on it?
- HAREF (part of Newcastle CVS) is reviewing guidelines for using interpreters with the Newcastle upon Tyne Hospitals NHS Foundation Trust.

9 **Cultural, music and art activities**

- Find out about new communities' music and art activities.
- Can your organisation offer support?
- Can you offer venues for language classes in a mother tongue, so children can maintain relationships with grandparents?

10 **Community Cohesion**

- Ask yourself “how are we fostering good relations between and within communities?”
- What can your service do to help existing clients welcome new communities?
- Is it sustained and regular?
- Create opportunities; bring people together from different faith and ethnic backgrounds.
- Work with Black, Asian, minority ethnic, and White communities on community cohesion issues.
- Consider an impact of BAME only work; will it create a backlash? Should a focus be on tackling the impact of poverty and disadvantage, rather than BAME specific services, to avoid the white British community feeling unfairly excluded?

11 **Reporting Hate crime**

- Be ready for another spike in hate crime towards the final Brexit negotiations.
- Be aware for your service users: only 7.6% of White Britons, but 35.4% of Black Britons and 39.7% of Asian Britons fear attack due to their race.
- Ensure staff, volunteers, and clients know how to report, for themselves and as a third party witness.

Reporting Hate Crime in Gateshead

- Calling the 24 hour number 0191 433 2648 or use Gateshead Council's online reporting form.
<https://www.gateshead.gov.uk/article/9660/Report-a-hate-crime-incident>



Reporting Hate Crime in Newcastle

- Newcastle is covered by Stop Hate UK to report all hate crime. To report you can use an online form, web chat, telephone, text, email, text relay, BSL with InterpreterNow, or send a letter.
<https://www.stophateuk.org/report-hate-crime/>

Reporting Hate Crime in Northumberland and Tyne & Wear

- Advocacy Centre North's Hate Crime Advocacy offers support to victims of hate crime and helps people to understand their choices and report it.
<http://www.advocacycentrenorth.org.uk/file.aspx?id=30>

Welcome Here: Celebrating voluntary sector work with the diverse Black, Asian, and minority ethnic communities in Newcastle and Gateshead

- https://www.cvsnewcastle.org.uk/images/Publications/Welcome_Here_August_2018.pdf
- https://www.cvsnewcastle.org.uk/images/Publications/Welcome_Here_Executive_Summary.pdf

Cultural Competence

Newcastle CVS BAME Health and Wellbeing cultural competency training offer:

- <https://www.cvsnewcastle.org.uk/our-services/training-and-events>

HAREF

Part of Newcastle CVS: work with communities and organisations throughout Newcastle and Gateshead to reduce health inequalities linked to ethnicity and culture.

- <https://www.cvsnewcastle.org.uk/our-services/haref>

Conversation not Confrontation

Newcastle CVS has put together easy to use resources and what to do advice:

- <https://cnotc.org.uk/>

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