



The Ethnicity Training Network

Working with Minority Ethnic Communities



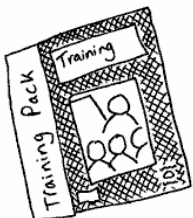
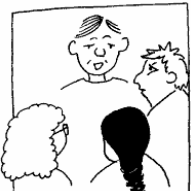
4th July 2007

Action points from the conference

People who came to the conference were asked to set themselves action points based on what they had learnt from the day. Everyone who came will be invited to a follow up event to share their experiences and to showcase examples of good practice. Here are some of the things people said they would do:

RAISING AWARENESS

- Feedback to management on issues raised today.
- To get my Partnership Board to do more about getting people from minority ethnic communities involved
- To explore on our Partnership Board – what about sub groups? How can our Board be more accessible to minority ethnic groups (carers in particular)?
- To produce a written report/feedback on the training with recommendations and circulate to our Policy and Communication Department, Human Resources, Ethnic Strategy Advisory Committee
- Involve work colleagues more with diversity and equal opportunities. Make them more aware and help them to recognise the importance of these issues.
- Explore what the findings were from our impact assessment.
- Look at current BME strategy. Find out who lead officers are.
- Develop a diversity newsletter/diversity group in the region.
- Look at the training needs of the services, explore how they can be met.
- Performing arts to present on policy development (service user participation)



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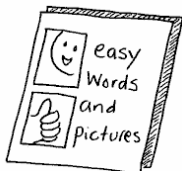
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- Making sure I have the correct information and getting more training
- Training to Δ cultural understanding
- Training/awareness
- To learn more about the proportion of the local community made up of BME groups, what types of minority groups these are

ENGAGING WITH MINORITY ETHNIC COMMUNITIES



- Look at information about service – different formats/different local organisations we can make links with
- Research more local CVS resources to improve membership.
- Raising awareness in families
- Raising awareness in families – about opportunities available
- Make information more exciting eg CDs, DVDs. Empower through information.
- Look at information about service – different formats/different local organisations we can make links with
- A communications strategy for the Partnership Board
- Ensure information about services is appropriate for the community we serve – accessible.
- Communication strategy re learning disability services/work of Partnership Board
- I would like to put in place an effective communication strategy.
- Local links for translation with university/college students.
- Feedback from parents in schools
- Active listening, not making assumptions, just ask.
- Reach out and find people rather than waiting for them to come to you
- Acting and listening
- Not making assumptions



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- To develop more of a personal approach
- Engaging with individuals – trust/follow-up
- Engaging with/listening to people from minority ethnic communities
- Communication/networking with community groups
- Get more involved
- Link with two local network groups. Possibly link with other local authority – follow good practice
- Mapping exercise. Evaluation of people's parliament – does it reflect the local community? How to improve?
- Feedback. Connecting with local community specifically
- Engage more with communities on the ground
- More face-to-face engagement/outreach. Encouraging BME communities to participate on groups and forums
- Make partnerships in work to promote equality and diversity
- Explore opportunities for partnership working.
- Look at engaging more with some community groups (need to identify optimum ones)
- More involvement of service users and other organisations
- Service user involvement.
- Patient involvement in new PCT planning groups.
- Reaching out to engage with BME groups in my area.
- Engaging BME communities in offering support, post release and release of offenders
- To develop a group of people from black and minority ethnic communities as a part of our work. Carry out impact assessment.
- Building local networks
- Links with communities within communities. Further work for our diversity services user-led forums
- Improve word of mouth publicity about services – individual experiences being shared in a community.



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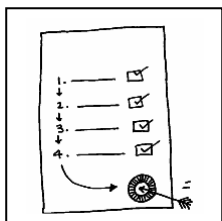


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PLANNING AND MONITORING



- Carry out an equity audit within learning disability services
- Equality audit of learning disability services
- Extended membership to our diversity forum – and consideration about access – ie supported carers/travel support.
- Outline proposal to working group on diversity
- Ethnic monitoring
- Establish proper strategy for this work within my organisation.
- To recommend doing a Race Impact Assessment. To recommend long-term relationships with community organisations.
- Overall cultural competency assessment of my teams evidenced – documented
- Implementing Action Plan
- Mapping good quality information/events already around



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