



Ethnicity Training Network



Good Practice Showcase

Wednesday 14th November, Host Media Centre, Leeds 8

Workshop

Developing Services for BME Communities

Presenter(s):

Anita Puri, Middlesbrough Social Services Department

Background - why did you develop the work?

We have over 6.3% BME population living in Middlesbrough. The unemployment is very high among BME groups therefore the communities live in very disadvantaged conditions. The disability issues among different communities are very high but uptake of services is very low. My role is to establish the reasons behind it, raise awareness of services, and use different methods to engage with communities to develop appropriate services.

What did you aim to achieve?

I am hoping that uptake of services would increase and the communities would take active part in developing services, which are appropriate to their needs.

What did you actually do?

- User satisfaction Survey
- Carried out audit of services by engaging with different communities
- Set up carers group
- Representation of carers and service users at Partnership Board meetings
- Representation of carers on sub-groups for short-breaks and respite care, employment and In control
- Set up of day care services
- Set up of single sex day care provision
- Funding for outreach sessions for healthy eating and computing within day care service
- BME women's mental health support group
- Young person's social network group
- Young women's project 'meri nazar se'
- Cultural training to all Middlesbrough Council staff etc.

How did you measure the impact of your work?

Six monthly user satisfaction survey

What results or feedback have you had?

Good, since new projects and services been developed

Conclusions and recommendations – what have you learnt from doing this work? What lessons would you pass on to others?

It's difficult to win the trust of communities, but perseverance does pay off. Once the communities are involved and start engaging with different organisations and see the difference themselves, it becomes easier. Keeping open and honest dialogue with the communities is very important to win their confidence.