

**Oxfordshire Voluntary and Community Sector  
Additional Support Programme Steering Group**

**CAPACITY BUILDING AND INFRASTRUCTURE  
DEVELOPMENT FOR DIVERSE COMMUNITIES  
IN OXFORDSHIRE**

**Report of the Additional Support Programme**

March 2006



The Oxfordshire Additional Support Programme Steering Group would like to acknowledge the assistance received in assembling this report from North Harbour Consulting Limited.

For more information about the Oxfordshire Additional Support Programme contact:

Chinta Kallie,  
Chair,  
Oxfordshire Racial Equality Council,  
The Old Court House,  
Floyds Row,  
St Aldate's,  
Oxford, OX1 1SS

Tel: 01865 791891

Email: [chinta@oxrec.org](mailto:chinta@oxrec.org)

## CONTENTS

1. Introduction to the Oxfordshire Additional Support Programme
2. A note on ethnic categories
3. Counting the number of people from Black and Ethnic Minority Communities
4. Contacting the ASP communities
5. The infrastructure needs of ASP community groups
6. Consultation with Traveller communities in Oxfordshire
7. The Media Project
8. Lessons learned from the Additional Support Programme
9. The role of VCS infrastructure providers in promoting closer links between ASP community groups and the wider VCS
10. Recommendations from the ASAP for inclusion in the Oxfordshire LIDP

Annex - Membership of the Additional Support Programme Steering Group

## 1. Introduction to the Oxfordshire Additional Support Programme

- 1.1 Research by the Social Exclusion Unit shows that ethnic minority disadvantage cuts across all aspects of deprivation.<sup>1</sup>

*“The BME voluntary and community sector works to tackle the disadvantage experienced by the communities from which it springs. However, despite their work with a diverse range of groups and communities, many BME voluntary and community organisations continue to be excluded from the traditional structures of the voluntary and community sector.”<sup>2</sup>*

- 1.2 As part of the ChangeUp programme in the South East of England, an Additional Support Programme (ASP) has paid particular attention to the infrastructure needs of groups and organisations in ethnic minority communities, and in particular in the Black and Minority Ethnic (BME), Faith - and in particular minority Faith, Refugee, Asylum Seeker, Gypsy and Traveller communities. In this report these groups are termed ‘the ASP communities’.
- 1.3 In Oxfordshire, an ‘Additional Support for ChangeUp Steering Group’ was established in March 2005 which involved a number of stakeholder groups (see Annex). The Steering Group acknowledged the immensely diverse needs within the BME, Faith, Refugee, Asylum Seeker, Gypsy and Traveller Communities and other hard to reach and marginalised groups that required additional work over and above the work being planned for the main Oxfordshire ChangeUp programme.
- 1.4 The Steering Group agreed proposals for a work programme dedicated to establishing the support needs of these communities and their community groups which had four separate strands:
- 1.4.1 mapping the support needs of as many of the ASP communities and groups as possible in the time available and with limited resources through a combination of information obtained from the mapping survey of voluntary and community organisations undertaken in the main ChangeUp programme, plus targeted follow up with individual groups through one-to-one interviews and meetings;
  - 1.4.2 mapping the support needs of the Gypsy and Traveller Community through a separate programme of interviews and meetings undertaken with the assistance of specialists working with these communities;
  - 1.4.3 a project that aimed to promote support in connection with information and publicity to offset the negative stereotyping of refugees, asylum seekers and Travellers as portrayed in the media.
- 1.5 The ASP report contains an account of each strand in the work programme, and a series of recommendations for follow-up action that have been incorporated into the Local Infrastructure Development Plan (LIDP) for Oxfordshire.

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<sup>1</sup> Active Communities Unit (2004), National Compact Code of Good Practice: Black and Minority Ethnic Voluntary and Community Organisations, Home Office, page 2

<sup>2</sup> Active Communities Unit (2004), op. cit., pages 2 and 3

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## **2. A note on ethnic categories**

- 2.1 National Statistics<sup>3</sup> draws attention to the fact that people adopt multiple identities when describing their ethnicity. The categories that they might choose from include country of birth, nationality, language spoken at home, parent's country of birth coupled with their own country of birth, skin colour, national or geographical origin, racial group or religion. The categories used in the 2001 Census (see Table 1) are a hybrid of several of these categories. The Census also records separately peoples' stated religion. Individuals and whole communities might choose to identify themselves in different ways for different purposes, while being described in only one way in the Census.
- 2.2 For example, someone whose origins are in Bangladesh might identify themselves as South Asian, a Bengali speaker, a Muslim, Asian British, or all four. Similarly, someone whose origins are in Africa might identify themselves as African, Black British or a Christian or a Muslim. Someone whose origins are in the UK might describe themselves as British, English/Welsh/Scottish/Irish or British (if from some communities in Northern Ireland). If their forebears are from overseas they might also add a tag to denote this origin - Caribbean, Asian, African etc. The question of identity is therefore a complex one.
- 2.3 The Census data are a good place to start in identifying which minority communities are present in Oxfordshire, but they are not definitive so far as the ASP communities are concerned. The scope of the ChangeUp ASP programme is broader than the Census definitions of either ethnic origin or religion. The implication of this for the ASP programme is that the categories included in the ASP work contain people who might have defined themselves under any one of several possible headings in the Census.

## **3. Counting the number of people from Black and Ethnic Minority communities**

- 3.1 The very broad definition of the ASP programme target communities posed difficulties for the ASP steering group in carrying out their first task - to identify the ASP communities living in Oxfordshire. Table 1 gives the breakdown of the county's population into the 2001 Census definitions of ethnic origin. The table shows that just under 5% of Oxfordshire's population in 2001 (29,500 people) were from non-white ethnic minorities. A further 5% (31,500 people) were Irish or classified as 'Other white'. As a starting point, therefore, around 61,000 people counted in the 2001 Census would have been eligible for inclusion in one or more of the ASP communities as defined for this project. That is 10.1% of the county's 2001 population.

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<sup>3</sup> [http://www.statistics.gov.uk/about/ethnic\\_group\\_statistics/how\\_define/categories.asp](http://www.statistics.gov.uk/about/ethnic_group_statistics/how_define/categories.asp)

Table 1: Population of Surrey County and Districts by Ethnic Origin, 2001 Census

Area		All People	White	Of which Irish	Of which Other White	Mixed Ethnic Origin	Asian	Black or Black British	Chinese and Other	TOTAL All Non-White Ethnic Minorities
<b>Oxfordshire</b>	No	<b>605,488</b>	<b>576,001</b>	<b>7,508</b>	<b>23,917</b>	<b>7,084</b>	<b>10,475</b>	<b>5,026</b>	<b>6,903</b>	<b>29,487</b>
	%		<b>95.13</b>	<b>1.24</b>	<b>3.95</b>	<b>1.17</b>	<b>1.73</b>	<b>0.83</b>	<b>1.14</b>	<b>4.87</b>
<b>Cherwell</b>	No	131,785								
	%		96.09	1.07	2.49	1.10	1.63	0.54	0.64	3.91
<b>Oxford</b>	No	134,248								
	%		87.11	2.16	8.20	2.42	4.82	2.51	3.14	12.89
<b>South Oxfordshire</b>	No	128,188								
	%		97.93	1.01	3.08	0.73	0.57	0.35	0.44	2.09
<b>Vale of White Horse</b>	No	115,627								
	%		93.03	1.02	3.30	0.75	0.69	0.23	0.73	2.40
<b>West Oxfordshire</b>	No	95,640								
	%		98.37	0.79	1.97	0.65	0.35	0.22	0.41	1.63

- 3.2 It is clear from these figures that ethnic and other minorities form a significant proportion of the county's population. The ethnic origin tables are the main starting point for an analysis of Oxfordshire's minority populations in 2001, but they do not tell the whole story. It is not possible from the Census data to specifically identify refugees, asylum seekers, economic migrants, Gypsies or Travellers, although those that were present in 2001 may be included in the Census categories under another label. The Census count probably underestimates several of the ASP communities - particularly amongst the refugee, asylum seeker, economic migrant, Gypsy and traveller communities. It is possible that a significant number of people in these categories did not have settled accommodation. For that reason alone they may not have been identified by the Census enumerators.
- 3.3 Some people within these groups may also be fearful or suspicious of officialdom - either because of their experiences where they came from, or because they do not wish to be identified for other reasons. Asylum seekers and people on work permits who have over-stayed may not wish to be identified by government officials. Some Gypsies and Travellers are not separately identified in the Census and for cultural reasons may not have given their personal information to the Census.
- 3.4 The conclusion to be drawn is that the numbers of people from the ASP communities counted in the Census is now likely to be an under-estimate when compared with the current situation in Oxfordshire. This has significant implications for the findings from the mapping survey which are presented later in the report.

#### **4. Contacting the ASP Communities**

##### Challenges prior to starting the consultation process

- 4.1 There were a number of challenges for the ASP that needed to be resolved before work could start. Firstly, the Black and Minority Ethnic communities database had been compiled two months before the ASP project commenced. Some of the groups had moved to other premises by the time the project started and therefore extra efforts had to be made to locate them.
- 4.2 Community development work that starts with the need to establish contact and confidence with excluded communities needs patience and a period of time for people to become familiar with what is taking place. The time scale for the ChangeUp ASP was too short for a project of this magnitude to be completed, where the target groups were diverse in terms of language, culture, religion, country of origin and experiences. There were also enormous difficulties in locating and making meaningful contact with small isolated groups to find out what they did for their communities. Even when contact had been made, explaining the concept of ChangeUp was an extremely difficult task with groups who were not only linguistically disadvantaged, but had very little awareness of infrastructure service provision and the workings of statutory agencies. Finally, getting to grips with the diversity within each of the target groups and ascertaining how cultural and religious restrictions hampered their ability to access relevant services took time.

- 4.3 The questionnaire designed by North Harbour Consulting for the mapping survey of voluntary and community organisations - which needed to incorporate questions about both what each groups was doing and also what its support needs might be - was long and fairly detailed. Filling it in accurately was time consuming and onerous for most people. Some organisations funded by statutory agencies were unwilling to divulge information about the grants they received as they felt that this would jeopardise their chances for future funding if they were going to be in competition with a larger pool of groups seeking funding from a particular agency.
- 4.4 Given these challenges, the process of winning the trust and confidence of small isolated groups was a slow, arduous process that required repeated visits in order to elicit information that would inform the Infrastructure Development Plan.

#### The consultation process

- 4.5 Information about the ChangeUp Project was abridged and then translated into Punjabi, Hindi, Chinese, Arabic, Urdu and Bengali. The translated information was distributed through all community centres, special projects, family and health centres and posted to all organisations on the Oxfordshire Racial Equality Council (OREC) data base. The project team then identified individuals with language skills within the community and provided an intensive programme of training on how to administer the questionnaire that was designed by North Harbour Consultants for the OVID programme. The training was carried out by North Harbour Consulting working with the ASP project team.
- 4.6 Once training was complete, interviewers began to make contact with the ASP community groups. Interviews were carried out by volunteers with people from Pakistani, Bangladeshi, African, African-Caribbean, Chinese and Indian communities, as well as refugees and asylum seekers, and those representing different faiths and cultures. The languages covered were English, Bengali, Hindi, Punjabi, Kiswahili, Urdu, Chinese, Gujarati and Tamil.
- 4.7 A number of different methods were used to make contact. Face to face communication was very useful as a starting point for building networks. Postal communication and telephone calls were followed by visits. Other forms of contact included attending group meetings, going to organised functions and representing the ASP at all OVID district forum meetings some of which were attended by people from the ASP communities.

### **5. Needs of the ASP Community groups**

#### Characteristics of the ASP community organisations

- 5.1 435 VCOs replied to the main ChangeUp survey of voluntary and community organisations. Of these, 28 (1.1%) were from organisations based within or with a specific remit to serve the needs of people from one or more of the ASP communities. This number includes all of the interviews that were undertaken using the questionnaire with the ASP community groups.

- 5.2 Organisations and groups supporting the BME and Faith communities, refugees and asylum seekers range from well established organisations with office premises and paid staff to more recently established informal groups without their own premises and run by volunteers. Seventeen out of twenty-eight groups were either registered charities or companies limited by guarantee. Half of all the groups that responded to the survey work either in Oxford (10) or Banbury (4).
- 5.3 Of the eighteen that replied to a question about income, ten have an income of less than £5,000 per annum, and four have an income of between £5,000 and £25,000 per annum. Sixteen either have no premises at all, or work from a member's home, or hire premises as and when they need them. The two main sources of funding were fund-raising, donations, legacies and membership fees; and some form of trading. Around one third received funding from an Oxfordshire local authority, and one quarter received funding from other governmental sources including the NHS.
- 5.4 The average number of management committee hours is slightly higher than the average found in the main survey (10.4 hours per week compared with 9.9 hours per week). The average number of hours given by other volunteers is almost 50% higher than in the main survey (9.9 hours per week compared with 6.4 hours per week). The annual value of volunteering of all kinds donated by the 315 volunteers identified in the survey and interviews with the ASP community groups - £724,000 - is proportionately very similar to the annual value of volunteering of £7,865,577 donated by 34,612 volunteers in the main survey (£2,298 per volunteer per annum compared with £2,272 per annum per volunteer). The average number of employees per organisation in the ASP community groups survey was 2.1 compared with 2.4 in the main survey. The number of full-time employees per organisation was almost identical in the two surveys.
- 5.5 The conclusion from this limited survey information is that the majority of groups led by people from the ASP communities are small, have few financial resources and other assets, and are heavily dependent on volunteers. In many respects, this makes them similar to many of the VCOs found within the mainstream VCS - with one significant difference. Groups within the ASP communities face significant barriers that may be different to those faced by mainstream groups.

#### Issues specifically affecting asylum seekers and refugees

- 5.6 It is difficult to get funding to help people who have gone through the asylum process even though there are often reasons why people cannot be returned home for some time (for example, illness, pregnancy, or lack of a safe route home) .Therefore there is very limited support for work with failed asylum seekers. Money is available for specific purposes and asylum seekers who do not fall within the funded categories cannot get help even if they deserve to be supported.

- 5.7 The major challenge is working with a policy which leaves people in an impossible position whereby they are not allowed to work and are not entitled to welfare benefits. There are some people who have had their claims rejected but who cannot be returned to countries of origin. This leads to destitution and abuse by employers which includes non-payment of wages, low pay and poor working conditions. When someone becomes a failed asylum seeker the advocacy and representation work stops, leaving them isolated. Agencies working with asylum seekers, and asylum seekers themselves, find themselves within an environment of confusing and ever-changing legislation.
- 5.8 Notwithstanding these difficulties, there are some really good examples of partnership working in the refugee/asylum seeker sector. Oxford is a model of good practice that other parts of the country are drawing upon.

#### Infrastructure support needs

- 5.9 Looking at the infrastructure support services these groups said they need, analysis of responses from the twenty-eight ASP community organisations showed that most of them had tried to find appropriate infrastructure support services provided by another organisation, and that eleven had failed to do so. Of those that had found someone to provide support, half said that the service they received did not meet their needs at the time. Among the reasons given were: cost; the group's capacity to make effective use of the service; the appropriateness of the service for the group; and delay in providing the service.
- 5.10 A number of services were said not to be available when the groups needed them. These included:
- 5.10.1 help with starting up a new group;
  - 5.10.2 advice on funding;
  - 5.10.3 access to premises;
  - 5.10.4 recruiting, managing and retaining volunteers;
  - 5.10.5 organisational development; and
  - 5.10.6 partnership building, brokerage and representation.
- 5.11 Comparing the responses to this series of questions it was clear that the support services that have been used most often - help for new groups, funding advice and information, assistance with access to premises and facilities, recruiting and managing volunteers, and partnership building and brokerage are in almost every case also among the services that respondents said were not available when they needed them. This was similar to the findings from the ChangeUp mapping survey as a whole.
- 5.12 The implication is that there may be a greater demand for some services than providers can meet, or that services are not uniformly available in all parts of the county. So far as the ASP communities are concerned, evidence from the ASP development officer's work was that established and more experienced groups were probably able to find the services they needed, while newly established communities and groups were not. This is a key finding for the ASP plan, and is picked up in the bid for ChangeUp Continuation Funding.

- 5.13 The interviews identified in more detail a number of specific issues that need to be addressed.
- 5.13.1 Advice when starting an Organisation: Advice is not readily available because sources of information and advice for start-ups are not available in a single place. Organisations need general information to be easily available on matters such as how to draw up a constitution, how to open and operate a bank account, how to operate within the rules of the Charity Commission and the Law.
- 5.13.2 Access to funding advice and access to funding: Organisations need training and information on how and where to look for funding. Application forms are too long and complicated and are a waste of resources for small organisations especially if they do not succeed in getting the funding at the end of a long process. Filling forms is time consuming in comparison to the funding that is given. Information about funding that is available is not communicated to all groups by donor agencies and funding bodies.
- 5.13.3 Accessing funding: ASP community groups say they have found that funders are inflexible and have complicated monitoring systems. It would be helpful if they could design monitoring systems which are not excessively difficult for small organisations to complete. The tick box system may mean that funders give funding to already well established organisations in order to fulfill their quota instead of helping new organisations who may be in real need of funding and have capacity building needs.
- 5.13.4 The time scale within which to respond to monitoring requests is often too short with the result that employees have to stop doing their core duties thereby affecting service delivery of the organisations concerned. BME organisations in particular struggle to gain recognition from funders. Funding is hard to get and when they do get a grant, it is usually short term making it difficult to carry out any longer term planning. There is need for developing skills on how to widen sources of funding and to have skills in different forms of fundraising
- 5.13.5 Access to premises and facilities: Access to premises was one of the most important needs identified in the interviews. Premises are needed for cultural events, sporting activities and as places of worship. Groups would like to secure permanent premises so that they and their activities become easily accessible as well as easily recognised by their users, and not be termed “hard to reach” by service providers. Premises are expensive and the challenge is to get affordable premises with appropriate facilities. However, there is no funding for premises as funders prefer funding projects and not running costs. Many voluntary organisations within the ASP communities do not have permanent premises. This affects their operations as they easily lose contact with other organisations and statutory agencies.
- 5.13.6 Access to information and Technology: Most information dissemination and communication is now through the internet. Access to ICT would help organisations to access information easily. Some groups do not have IT facilities as they are unable to afford it.

- 5.13.7 Skills and training: This covers a whole range of areas e.g. management skills, how to apply for funding, financial management, how and where to look for relevant information like statistics and how to justify need for a project and produce feasibility studies in a particular area. There is need for training in organisational cultures to enable the voluntary and community sector to understand how statutory and other funding organisations work. This will help them to write winning project proposals.
- 5.13.8 How to get and manage volunteers: It is difficult to manage volunteers because the organisations are managed by volunteers as well. Those who manage volunteers need management skills because volunteers will remain with them when they feel that there are benefits to remain working with them.
- 5.13.9 Networking and Partnership: The groups need information and advice on how to work in partnership with other VCOs - in the ASP communities as well as in the mainstream. Networking and partnerships are essential for information sharing. Good partnership helps in capacity building. Knowing who is doing what and where helps to avoid duplication and saves on resources. Without necessary networks or opportunities to work in partnership with others, organisations do not grow and they miss out on opportunities to gain valuable skills and experience. Statutory agencies seem to be suspicious of BME communities and appear not to trust them with their resources.
- 5.13.10 As the National Compact Code of Good Practice on working with BME voluntary and community organisations recognises, increased networking with the ASP target groups would help improve service delivery to the communities that they are better placed to serve.
- 5.13.11 Language barriers: Language barriers may stop organisations from applying for funding. Some groups lack the levels of language skills required to enable them to write a winning project proposal. Within some communities, there are also issues associated with literacy in the mother tongue.
- 5.13.12 Rural needs: Organisations in the rural areas have problems which are peculiar to the rural areas. These problems affect both service provision and access to services. Rural issues that affect both the ASP communities and majority communities alike include transport, access to ICT, access to health and social care services and a lack of support for carers, culturally inappropriate support and a shortage of volunteers.

#### Advocacy and publicity

- 5.14 Interviews with organisations supporting refugees and asylum seekers, and with the Traveller communities, showed that these organisations need skills to deal with the media especially in cases where they are expected to respond to negative publicity. The media project (see below) was established to deal with this issue.

- 5.15 The interviews also found that there is inadequate awareness of race equality and cultural diversity within mainstream voluntary and statutory organisations. Some community organisations working with refugees and asylum seekers felt that there is very little appreciation of the work they do as they are small organisations operating from their own homes supporting members of their communities in the areas of health, education and employment. This was also a perception of groups serving other ASP communities

#### Results from the survey of Infrastructure Support Providers

- 5.16 The survey of infrastructure providers found that more than half the respondents provide support with public policy and the law, partnerships and networking, assistance with policy and research and advocacy. However, fewer than one third of these organisations provide support with starting up a new group or organisation, funding advice, access to premises and facilities, recruiting and retaining volunteers, or employment and human resources. Just over one third provide support for organisational development. No-one is providing support for ICT. Yet these are the priority services that VCS service users generally, as well as the ASP community groups, said were priorities and were under-provided at present.
- 5.17 Relatively few of the infrastructure service providers said that they provided services to the BME (number of responses 4 out of 28), Faith (1 response out of 28), asylum seeker and refugee (2 responses out of 28) or Traveller communities (0 responses out of 28).
- 5.18 On the face of it, ASP community organisations would benefit from a general improvement in the range and availability of these core generic infrastructure services. However, it is also clear that services need to be accessible and culturally appropriate for people from the ASP communities. These issues are picked up in the main IDP proposals.

### **6. Consultation with Gypsy and Traveller Communities in Oxfordshire**

- 6.1 Oxfordshire is home to three main groups of Travellers: English Romany Gypsies; Irish Travellers; and Fairground Showmen. Although these three groups share many characteristics that distinguish them from the settled community, there are also fundamental differences between them. Therefore it should not be assumed that these three communities (or other smaller communities of Travellers not belonging to these main groups including 'New Travellers') have identical needs or priorities.
- 6.2 Travellers in Oxfordshire currently have no voluntary organisations working specifically for or with them in any capacity, and are largely excluded from the services of other organisations catering to more general needs within the community as a whole. The ASP Steering Group therefore took a decision to use the OVID mapping questionnaire as a basis for interviewing a prominent person from within each of the three communities. Since the questionnaire assumes the existence of a voluntary organisation, a further short questionnaire was designed to identify the currently more preliminary and pressing basic needs of the Traveller communities in Oxfordshire, to which the OVID questionnaire is not sensitive. In all cases the interview was preceded by less formal consultation with other members of each community, and these views are also reflected in what follows.

Interview Notes: Fairground Showmen Travellers' Community

- 6.3 The person interviewed felt that some useful support is provided through local authority Traveller Education Service. This would help build and maintain confidence in the setting up of a voluntary organisation for his community. TES has successfully provided educational support to the community's school-age children for many years. However in real terms any support this service would be able to offer outside their official role would be extremely limited, and very much in the arena of moral rather than practical support.
- 6.4 The 'Reaching Travellers' Project' was also mentioned as having met some needs within his community. The RTP was an Oxfordshire Adult Learning initiative offering flexible educational support, including various life skills and training opportunities, to adult Travellers across the county. Unfortunately the RTP closed in mid-2004 after failing to generate continuation funding from the LSC. Although the project met some of the community's needs at the time, (basic skills support, access to IT equipment and software, various other life skills and training) these needs are currently not met. The interviewee is also affiliated to The Showmen's Guild, a trade union-type organisation. He felt that this would also be supportive, but again by the nature of its official role and its wide area of responsibility, would be likely to be able to offer only limited help, probably in the area of work-related advice.
- 6.5 The interviewee is a leader within a community that actively travels for most of the year, and whose traditional travelling patterns are still followed. These are largely dictated by the business they conduct, through which they earn their living. Although no voluntary organisation exists as yet for his community, he feels strongly that there is considerable 'hidden' need for a voluntary organisation or community group specifically addressing the needs of Fairground Travellers. He is keen to help start such an organization should adequate funding and the right support be offered.
- 6.6 The current failure to meet the most basic of needs of this Oxfordshire minority community is illustrated by the fact that, at present, Fairground Showmen have nowhere within the county to live or from where to conduct their business, let alone run a voluntary organisation. Fairground Travellers traditionally have a winter base or 'yard'. This enables them to maintain their equipment (fairground rides etc) and the children to attend 'base' school, which supplies distance learning materials and monitors progress in the summer. Since losing their yard in West Oxfordshire they have been unable to obtain planning permission for another one. Meanwhile, local supermarkets have gained planning consent for a large storage development on green field land in the same area. As the lack of sites is a common problem for Travellers, one purpose that he envisages for a Traveller-specific voluntary organisation or community group would be to offer advice, support and advocacy regarding homelessness, land use and planning permission.

Interview Notes: Irish Travellers

- 6.7 The Redbridge Traveller Women's Support Group was set up by a group of Irish Traveller women completely of their own volition and initially with no external support or advice more than ten years ago. A supportive local church allows the group to meet in its hall, and lack of premises is normally not an issue. The women felt that they had many unmet needs, most of which had never been adequately addressed.

- 6.8 The Reaching Travellers Project provided access to IT equipment and software, educational and training support. However, as previously explained, this provision has been much reduced and severely threatened since LSC funding for the work was discontinued. Although the group has little funding and support from outside, it has developed its activities to include not only peer and educational support for group members but in addition, information, including both formal and informal presentations, about Irish Traveller Culture for non-Traveller individuals, groups and organisations. This includes schools awareness and academic research. Redbridge Traveller Women's Support Group has recently provided advice and support to Traveller women from another area wanting to set up a similar Support Group.
- 6.9 The interviewee has acted on occasion in the capacity of Support Group Chair and within her community, as a spokesperson for Irish Traveller women and families in South and Central Oxfordshire. Two other group members were present at the interview and all agreed that Irish Travellers are often 'forgotten', and excluded from most of the services listed in the OVID mapping survey questionnaire. They are very keen to receive advice regarding possible sources of funding and support with organisational development that would allow them to both develop their group's activities and organise a separate Irish Traveller voluntary and community organization with the aim of meeting the more general needs of their people across the county.
- 6.10 The women interviewed agreed that although their organisation is strongly secular in nature, since the vast majority of the Irish Travellers in Oxford (and all the current member of the group) are Roman Catholic, this forms an important element of their group as well as individual identity.
- 6.11 Since both Gypsies and Irish Travellers are recognized ethnic minorities<sup>4</sup>, the interviewees queried the separation of 'Gypsies and Travellers' (both of which words should be capitalised) from the category of 'Black and Ethnic Minority people'. This highlights the complex nature of the term 'Travellers' as it used in the UK today, since it encompasses both groups who are an ethnic minority and also some who are not (such as the Fairground Showmen and New Travellers).

#### Interview Notes: English Romany Gypsies

- 6.12 Other English Romany Gypsies in the county recorded a much greater isolation from provision of all kinds, due to living in inaccessible rural sites, and on the roadside. Throughout the county the experience of individual groups is dependant more on luck - for instance the proximity of a sympathetic GP, or education center - than any consistent county-wide policy around the support of Traveller communities.

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<sup>4</sup> Gypsies and Irish Travellers are recognised ethnic groups for the purposes of the Race Relations Act (1976), identified as having a shared culture, language and beliefs. In addition, case law established Gypsies as a recognised ethnic group in 1988 (CRE v Dutton) and Irish Travellers in England and Wales in 2000 (O'Leary v Allied Domecq).

- 6.13 Two women interviewed for this study live on a relatively well-managed site on the outskirts of Oxford City. This is located in very close proximity to the local sewage works. They both agreed that a major cause of stress is the lack of advice and support about day to day control of their living conditions or site management. Similarly they would appreciate regular information about education and training and other services that could be available to them. They both agreed that they had very good service from their local GP's and from the ASET teacher who brings the Travellers Early Years Play bus to the site weekly. They also visit a local church, and these contacts provide their main contact with the settled world. They say of the Church visitor; "she's a very kind woman, but she doesn't understand Traveller ways".
- 6.14 Just before meeting to take part in the interview, the two women had attended the one day Media Training for Travellers, funded by the Additional Support Programme as part of the Change-up Project. Unlike the other participants in that training, they had not previously taken part in any of the educational activities provided by the Reaching Travellers project, and were extremely stimulated and excited by the experience. This in turn had made them understand the importance of setting up a voluntary or community organisation which could help in the provision of similar activities, training, support and advocacy for their own community.

#### Conclusion

- 6.15 Since Travellers have no voluntary or community organisations that are specifically targeted at their needs, and there is very little support from mainstream voluntary sector sources, attempting to assess general infrastructure needs is too advanced for Oxfordshire Travellers at present. Considerable support and training will be necessary to enable Travellers in Oxfordshire, to reach the point where it will be appropriate to set up a VCO catering to the needs of all Travellers in Oxfordshire. However, such an organisation is badly needed.

#### **The Media Project**

- 6.16 In the planning stage of the Additional Support Programme, organisations working with refugees and asylum seeker - Asylum Welcome, Refugee Resource, Action for Children in Conflict, Bicester Refugee Support - unanimously agreed that the main infrastructure service they needed in order to deliver effectively services to their communities were associated with publicity and media. Those working with Traveller communities also agreed with the importance of media work to counter the predominantly negative images of these communities in the media which makes them more vulnerable on their sites and in the wider community. It was also evident that the groups targeted as in need of Additional Support to become more engaged in the development of services and 'public benefit' for their communities are consistently subject to racial stereotyping and discrimination. The media perpetuate this discrimination by carrying negative images about these groups in ways that affect public perception. These issues are highly relevant to the ability of organisations to deliver effectively their services to beneficiaries. For example, in relation to a project helping disadvantaged groups into employment, employers' attitudes are affected by negative media coverage of these groups and wider public perceptions that may be misinformed.

- 6.17 The pilot media project was aimed at countering these images with more accurate and positive images and strengthening organisations' capacity and confidence in the area of PR and working with the media. Bringing together two highly disadvantaged groups within our community (refugees, asylum seekers and Travellers) to work jointly on this pilot project also created a unique opportunity for inter-group learning and sharing of information and expertise in service delivery to these groups to the benefit not just of these two groups but also for the Oxfordshire community as a whole.
- 6.18 The project involved a partnership between Refugee Resource, Asylum Welcome, Oxfordshire Racial Equality Council, Oxfordshire County Council's Advisory Service for the Education for Travellers, and Adult Learning's Reaching Travellers project. These organisations formed a steering group charged with the overseeing of this project under the general direction of the ChangeUp Additional Support Programme.

#### The media training programme

- 6.19 The project delivered a training programme to develop capacities and skills in working effectively with the media to get messages across. There were three elements of the programme:
- 6.19.1 a two day course (run twice) for spokespeople from organisations and groups working with the targeted ASP groups (19 attended altogether);
  - 6.19.2 a one day course for refugees and asylum seekers (7 attended);
  - 6.19.3 a one day course for Travellers (9 attended).
- 6.20 The media training programme was highly successful and there was excellent representation across a range of ethnic groups, age and gender amongst the participants. In one participant's words: "*This widened the range of experience and culture from which comments were made*". The quality of the training was of a high standard and strongly focused on skills development, e.g. writing press releases, conducting radio and TV interviews. Participants enjoyed the training and feedback that they felt much more confident in dealing with the media at the end of the training and will apply what they learnt in practice to communicate issues affecting their communities. All made visible developments in the way that they approached and carried out radio and TV interviews.
- 6.21 In the training for organisations, having people from a diversity of backgrounds and from different organisations and different 'sectors' worked well. Participants learned from each other and were enthusiastic about hearing about other experiences. When media training is done for one client group, the interviews can become repetitive. Variety kept things fresh for participants and for trainers.
- 6.22 With the training for Travellers, the fact that the trainer was someone from the Traveller communities made a huge difference to Travellers' engagement in firstly attending and then participating in the training. Having specific training for Traveller communities was essential in engaging their confidence. Both times that Travellers had registered their intention to come to the training for all ASP groups, none attended. Having Travellers from different ethnic groups working together was also a positive experience.

- 6.23 The fact that the consultation with Travellers took place under the auspices of the media project, and was funded by it, meant that information about infrastructure support needs of Traveller communities was gathered. This may well not have happened without the media project.
- 6.24 Two Travellers who had not previously taken part in any educational activities provided by the Reaching Travellers project attended the Travellers' media training and were extremely stimulated and excited by the experience.
- 6.25 Covering participants' expenses for the training made the difference to refugees/asylum seekers and Travellers attending the training.
- 6.26 Overall, there was widespread acknowledgement that the training itself was a model of community capacity building as it promoted understanding between different cultures.

#### Evaluation

- 6.27 The following information was compiled from the feedback forms from participants on the training programme:
- 6.27.1 out of 31 people who completed forms, all rated the training as either very good (21) or excellent (10);
- 6.27.2 everyone (31) rated the trainers as very good (10) or excellent (21);
- 6.27.3 out of 22 people who were asked whether the training would influence their practice, all answered yes;
- 6.27.4 all but one person who attended the training felt that the group had worked very well together;
- 6.27.5 When asked whether they have further training needs in this area, 16 out of 19 said yes, whilst 3 said they didn't. All the Travellers said they have further training needs: one person commented, "*all over the country*".
- 6.27.6 Specific comments included:
- "A very inspiring training with very positive outcomes and experience for the group. It was wonderful to witness the increase in confidence in everyone in two days."*
- "It has given us the information and confidence we need."*
- "I didn't know people like him existed - a Traveller journalist!"*
- "I was really impressed at how the training addressed the different needs of a disparate group and drew out points relevant to others."*

#### Skills development for two refugees with a background in media work

- 6.28 Two former media professionals (a broadcaster and a journalist) with refugee backgrounds were employed as joint project coordinators. Their shared experience as refugees was of great benefit to the project in understanding the specific issues faced by refugees and asylum seekers in relation to the media. It was also felt that their involvement in the project would enable them to gain valuable work experience which would assist their ability to resume their careers in this country.

- 6.29 At the end of the project both reported that they had developed confidence and skills related to project development and communication that will be of value to them in gaining future employment. They also met a range of service providers and made useful contacts during the project.

#### Developing a media contacts database

- 6.30 An updated local media contacts database was developed and distributed to participants from organisations and groups on the training programme. This contact list will be made available to infrastructure providers and other VCOs.

#### Direct work with the media

- 6.31 Two organisations from the targeted ASP groups, Refugee Resource and Asylum Welcome, worked together to produce a media calendar highlighting for example Human Rights Day and International Women's Day so that they could have a planned approach to linking media stories with these important dates.
- 6.32 The two organisations also worked with the Oxford Mail to cover the issue of families that are separated due to war and persecution. The aim was to make a link with Human Rights Day as well as the time of year when families are coming together for Eid, Diwali, Hanukah, and Christmas. The Oxford Mail produced two extensive articles with positive, well-balanced stories and useful information to educate people on asylum/refugee issues. This was then reproduced in a more edited version in the weekly Oxford Times. Everyone involved was pleased with the coverage. Of significance was the fact that the asylum seekers involved were happy with the result and with the way their interviews were conducted. Refugee Resource and Asylum Welcome also worked with the Oxford Mail on an article for International Women's Day on the specific issues facing refugee and asylum seeking women. Those involved were similarly pleased with the processes and outcome of this coverage.

#### Other successes achieved by the Media Project

- 6.33 Project partners worked well together to achieve the project's objectives and worked to resolve difficulties jointly in a spirit of cooperation. Indeed, the project enabled new partnerships to be developed. For example, it led to closer working between Oxfordshire County Council's Advisory Service for the Education for Travellers and Adult Learning's Reaching Travellers project which has developed a model for future joint working. Oxfordshire Racial Equality Council and Refugee Resource worked together on mutual aims for the first time.
- 6.34 The project also enabled new areas of partnership working for organisations already working closely together. For example, Refugee Resource and Asylum Welcome worked together on media related work for the first time. A stronger relationship between the two organisations came about through steering group meetings, working together on articles and participating in the training programme. This collaborative working has given both organisations a better understanding of each other's concerns in relation to media work and has also maximised resources available to both organisations, e.g. access to clients who could speak on particular issues, volunteer time.

- 6.35 Having a representative from the funders (Government Office of the South East) accessible for questions and advice was very helpful and significantly contributed to the success and smooth running of the project.
- 6.36 In addition:
- 6.36.1 a stronger relationship has been developed between Refugee Resource and a journalist from the Oxford Mail;
  - 6.36.2 the project has started to develop a pool of refugees and asylum seekers who are willing to talk to the media and, as a result of the training, feel more confident in doing so;
  - 6.36.3 a database of local media contacts has been produced and distributed to participants from organisations/groups on the training programme to facilitate contact with the media.

#### Challenges for the future

- 6.37 It was not always easy to find representatives from some communities that people agreed on. Part of the issue was a lack of internal coordination in some groups as to roles and responsibilities of group members, as well as internal political issues within communities.
- 6.38 Some interesting and difficult issues emerged from the training. One person had experienced an unpleasant remark at work following publicity and felt bruised by it (although she had also had encouraging remarks by other people). In general it is important for refugees and asylum seekers (and the rest of us too) to understand that we can say yes or no to an interview and we can negotiate over some key issues (names, pictures) but we cannot control the use of material once the interview is done.
- 6.39 One person on the course expressed impatience at being seen as “an asylum seeker” or “a refugee” as if that was the only important thing in her life. She wanted to enjoy life and maybe be interviewed about something else completely. This led to her reluctance to being identified publicly as a refugee/asylum seeker, since she felt she lost her sense of identity by being labelled in this way. This is part of a wider problem about how we feel about ourselves and how we are labelled by others.
- 6.40 The media training for Travellers reached mainly Oxford based Travellers but not those living on Oxfordshire sites.
- 6.41 As with any complex project involving a number of partners, communication to keep everybody appropriately informed and up to date is always a challenge. This was made more challenging in this project due to the different needs and priorities of the various steering groups - the media project steering group, ASP steering group and wider OVID consortium - and the differing needs of each group had to be respected and balanced.

### Lessons learned by the Media Project

- 6.42 Delivering training events with a consultation exercise gave the ChangeUp programme credibility and a commitment to practical support through training for the ASP groups. It is doubtful whether the refugee/asylum seeker organisations and Traveller communities would have engaged in the ChangeUp consultation exercise in Oxfordshire without this training element - for reasons of lack of delivery from previous consultation exercises (in the case of refugee groups) and suspicion of the settled community (in the case of Traveller communities).
- 6.43 There was a lot of interest in the media training so it was not difficult to recruit suitable people to participate. Word of mouth networking to invite specific representatives of a wide range of groups worked better than the direct mailout of information about the training.
- 6.44 It seemed to be more effective to involve people in training who are likely to need these skills in their jobs, since they are more focused on issues and on their own performance.
- 6.45 As with most training, it was difficult to achieve 100 per cent attendance, particularly when the planning period is short. A mechanism needs to be found to secure attendance. Perhaps this could be tied to a cancellation fee for organisations who agree to take up places - and for individuals, some official payment, which could be treated by benefits offices as work preparation for those entitled to work, and as something else appropriate for those not entitled to work (e.g. cultural awareness?). A certificate for those who complete the course may be attractive.
- 6.46 The Media Project has focused on training refugees and asylum seekers, Travellers, and organisations/groups working with the ASP communities. There is also a need for sensitive training for journalists. Sensitive, because journalists can be suspicious that 'training' is a way of controlling their independence.
- 6.47 It was a challenge to find refugees and asylum seekers who were willing to be involved in the newspaper articles on separated families and issues facing refugee women. The journalistic requirement for photographs of refugees and asylum seekers was the main factor preventing people from telling their stories. This is not at all surprising given the security issues and potential for putting family members in danger. In many cases, it was an irresolvable issue and interviews did not go ahead because of it. Sometimes people who had agreed to interviews quite understandably changed their minds at the last minute through fear of reprisals on them or their families.
- 6.48 There had been similar reluctance from Travellers about speaking to the press because they feel that they have been misrepresented so often. For instance, when the Reaching Travellers project held a public event, disseminating its work and celebrating students' achievement, none of the achievers would talk to the press, in spite of the fact that the press was appreciative of the work they had done. During the media training course for Travellers, the advice the Travellers received from the trainer on how to 'use the Media' rather than be used was effective and empowering.

- 6.49 There was a learning process for Refugee Resource and Asylum Welcome in dealing with the media through the project and both organisations continued to learn how to do it better with each encounter.

#### Future needs

- 6.50 There is a need for ongoing media training for ASP groups. This would best be delivered within mainstream service provision with trainers who have specialist expertise of working with these groups. There is also a need for follow up training for those who expressed the need for it.
- 6.51 Future media training programmes need to be delivered in other geographical centres in Oxfordshire. Another media training day for Travellers on Oxfordshire sites is being planned.
- 6.52 It would be beneficial for Refugee Resource and Asylum Welcome to continue to collaborate and do joint working on media related issues.

#### Conclusion

- 6.53 This pilot media project has been a very successful element of ChangeUp's ASP programme in Oxfordshire. It was a small start with potentially huge knock-on effects. The main factor in its success is that a diverse range of organisations and communities were engaged, and individuals and groups were enabled to develop their skills and confidence in an area of work of great importance to them and their beneficiaries. At £15,000 it was also a very cost effective project. The generous contribution to the project of volunteer time and steering group time was greatly appreciated and demonstrated the commitment to the project from participating organisations. The project demonstrated that when consultation and delivery of tangible benefits are combined as in this case in the form of capacity building, there is greater potential for engagement and confidence in a consultation process to deliver results that are meaningful for the communities they are designed to serve.

### **7. Lessons learned from ASP as a whole**

- 7.1 Even though the target groups - BME, Faith, Asylum Seeker, Refugee, Gypsy and Traveller communities - were put in the same category by GOSE for the ChangeUp programme, the reality is that these are diverse groups who, in most cases, have very little in common with each other. What they do have in common is that they are detached from each other just as they are detached from the mainstream. Application of this false sense of homogeneity creates problems because the needs of these communities are very different with reference to language, culture, religion, immigration status and entitlement to services. Some members of the BME communities were born in Britain and use English as a first language. Their needs may be different from those of other BME groups and whoever is working with them should take this into consideration.
- 7.2 Some of the ASP target groups felt that resources are wasted on surveys which do not seem to be followed by service delivery. The view was that the next time they heard about service provision after being consulted about their needs was when a new project came into being and groups were again asked about their needs.

- 7.3 BME organisations were concerned that there seemed to be a relationship of mistrust between statutory agencies and BME groups and that this affected their access to funding and partnership opportunities. BME groups felt that they were seen as “hard to reach” by mainstream providers. Their experience was that the mainstream itself was conservative in its approach and failed to ‘reach out’ to them.
- 7.4 There was evidence from the surveys and interviews that some voluntary and community organisations providing front-line services to the public were also providing infrastructure services to ASP community groups because the infrastructure organisations were failing to provide an appropriate, accessible and acceptable service. Refugees, Asylum Seekers and BME groups all seemed to find it easier to access services through a frontline organisation rather than through infrastructure organisations which it was felt, in most cases, do not present a welcoming image.
- 7.5 Some community organisations are working alongside the ASP communities and community groups, and are better placed to offer infrastructure services.
- 7.6 BME, refugee and asylum seeker organisations are usually very small, often do not have paid staff and do not always have the time to attend the meetings or take part in the partnerships in the way that better resourced organisations can do. Having missed a meeting, these small groups find themselves at a disadvantage in comparison to other groups when it comes to catching up, so often they do not go back again.
- 7.7 Finally, there is an urgent need for examination of several issues regarding the Traveller communities, who are not a homogenous group but who, taken as a whole, do not have good access to front-line services. Nor is there at present any voluntary and community organisation that is dedicated to meeting their needs.
- 8. The role of VCS infrastructure providers in promoting closer links between ASP community groups and the wider VCS**
- 8.1 Almost all of the findings in this report suggest that there are a number of interlocking barriers that prevent people from the ASP communities receiving the same access to information, advice and support as people from the mainstream communities. These barriers are also preventing community groups within the ASP communities from receiving the help they need to develop.
- 8.2 Lack of knowledge of where to go for support is matched by a lack of promotion of the services that are available targeted at the ASP communities. The findings of the main ChangeUp surveys of the VCS that some services are either not available at all, or have very limited availability restricted to particular locations within the county have particular significance for people from ASP communities who face additional barriers. There are particular barriers for new arrivals in the UK and the county, women and girls from Muslim and Traveller communities, and those who do not speak English as an additional language. The situation was well summarised by a senior manager of a CVSs in a local authority outside Oxfordshire that works in an area with a significant BME population and a number of community organisations:

*“Our experience is that minority groups wish to be able to access generic services but services may need to reflect some additional support needs, including the time taken to provide them given cultural differences. More promotion of the services which are available is needed to encourage people to use them. Better monitoring of those who do come forward is needed, e.g. many organisations use the general census categories to monitor clients and this does not include Gypsies/Travellers or faith groups. ”*

- 8.3 The National Compact Code of Good Practice on working with BME voluntary and community organisations suggests that in order to engage effectively with them, the Government and the mainstream VCS need to address a number of key issues<sup>5</sup>. These include:
- 8.3.1 a joint commitment to taking forward the race equality agenda as well as recognising the significant role to be played by the BME voluntary and community sector in partnership with Government and others towards achieving race equality;
  - 8.3.2 improved quality and construction of consultation and participation by the BME voluntary and community sector in policy development, implementation and evaluation;
  - 8.3.3 better support and resources for the BME voluntary and community sector which reflects its role in addressing public service inequalities and allow it to operate, develop and contribute on an equal footing with other partners, particularly Government and the mainstream voluntary and community sector; and
  - 8.3.4 recognition of the specific contribution and needs of the BME sector, particularly at local level, and how this impacts on funding, capacity and sustainability.
- 8.4 The Compact Code of Practice goes on to promote best practice in the following areas:
- 8.4.1 developing a partnership approach with the BME VCS;
  - 8.4.2 creation of joint working initiatives which improve policy and outcomes for BME communities nationally, regionally and locally;
  - 8.4.3 promoting and supporting volunteering within BME communities;
  - 8.4.4 and making appropriate references to this Code in all governmental and VCS publications.
- 8.5 Oxfordshire’s infrastructure providers have a key role to play in promoting the principles of good practice in relation to the provision of infrastructure services to the ASP community groups, and in helping front line VCS service providers to develop services that are accessible and culturally appropriate for people from the ASP communities.

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<sup>5</sup> Active Communities Unit (2004), op. cit., page 3

- 9. Recommendations from the ASP for inclusion in the Oxfordshire LIDP**
- 9.1 Building trust is very important in providing services to the ASP communities. There is need for debate on how mainstream bodies can engage with service users from BME and other minority communities. Are they “hard to reach” or is the mainstream itself conservative?
- 9.2 There was an urgent need to break away from the assumption that just because front line and infrastructure service providers have declared an ‘open door policy’ on the provision of services to all sections of the general public that their services will thereby be appropriate for, accessible to and taken up by people from the ASP communities. One size does not fit all in this context. If VCS services are to be relevant to the needs of the ASP communities, then service providers will need to become more aware of the diverse needs of these communities, and to ensure that their services are both accessible and culturally appropriate.
- 9.3 The following proposals from the Oxfordshire LIDP are relevant to the ASP communities and their VCOs, provided that they are delivered in ways that make them appropriate and accessible:
- 9.3.1 Proposal 1 - Developing support for volunteering;
  - 9.3.2 Proposal 2 - Improving information resources;
  - 9.3.3 Proposal 3 - Supporting organisational development;
  - 9.3.4 Proposal 7 - Enhancing networks and partnerships and promoting the sector to statutory partners and the wider community.
- 9.4 In order to meet the requirements of the ASP communities as expressed through consultation, the following specific proposals are made for inclusion in the Oxfordshire LIDP.
- 9.4.1 Part of Proposal 4 - Community capacity building with the ASP communities: development of confidence and capacity in establishing ASP community VCOs, and in self-advocacy;
  - 9.4.2 Proposal 5, and in particular:
    - 9.4.2.1 Creation of an Oxfordshire Diversity Forum tasked with carrying forward the ASP programme of work, and broadening aspects of it to include other stigmatised and excluded social groups;
    - 9.4.2.2 Development of infrastructure support services that meet the particular needs of the ASP communities at county and district level, including the way services should be delivered;
    - 9.4.2.3 Promotion of diversity awareness and good practice through the development of Diversity Training Programme for the VCS in Oxfordshire to cover basic diversity awareness, followed up by a specific focus on working with particular groups and minorities;
    - 9.4.2.4 Development of a voluntary organisation to represent and meet the needs of the Traveller communities in Oxfordshire.

9.4.3 Part of Proposal 6, and in particular:

- 9.4.3.1 Compilation of a directory of social and community activities undertaken by Faith Communities in Oxfordshire, and in particular so far as the ASP is concerned, activities undertaken by minority Faith groups;
- 9.4.3.2 Provision of authoritative advice to all faith-based groups, and minority faiths and faiths based on non-Christian traditions in particular, on the scope and implementation of relevant legislation and regulations for their particular activities.

9.5 In addition:

- 9.5.1 all the main information and publicity relating to VCS service delivery should be scrutinised by the Diversity Forum, abridged or communicated in Plain English where possible, translated into the main community languages within the resources available; and distributed to localities where the ASP groups operate;
- 9.5.2 arrangements should be made for mentoring programmes and placements that will enable volunteers working with ASP community groups to develop management skills;
- 9.5.3 additional resources may required to enable front-line VCS service providers to provide accessible services to their communities - to fund additional training needs or interpreting and translation costs;
- 9.5.4 It would be helpful to ASP community organisations if funders could explore the possibility of using simpler application and monitoring forms which meet the need for 'light touch' accountability especially where small sums of money are involved.

**Annex**

**MEMBERSHIP OF THE OXFORDSHIRE ADDITIONAL SUPPORT PROGRAMME  
STEERING GROUP**

<b>Name of Organisation</b>	<b>Steering Group Member</b>
Regional ChangeUp Co-ordinator	Glyn Evans
Regional ChangeUp ASP Co-ordinator	George Mathew
Advisory Service for Traveller Communities	Lucy Beckett & Diana Senior
African Descendants Support and Development Group / Social and Health Care	Ben Lloyd-Shogbesan
Asian Cultural Centre	Javed Malik
Arise Enterprises	Lonah Hebditch
Banbury CVS	Jim Flux
Oxford City Council Neighbourhood Renewal	Val Johnson
Oxford Diocese	Alison Webster
Oxfordshire Community and Voluntary Action	Alison Baxter
Oxfordshire Rural Community Council	Meryl Smith
Oxfordshire Racial Equality Council	Chinta Kallie & Charity Chiwunya
Refugee Resource	Amanda Webb-Johnson
SACRE / Guru Kripa Kshetra	C K Vadivale
Social Inter-Faith Network	Bede Gerrard