

APPENDIX 8

Findings: Frontline BME Organisations.

The BME sector is as diverse as any other and is made up of many groups of varying size, activity and issues. For reference the findings are made up from the 56 groups that responded to us and have been aligned to the six national hubs framework as follows:

GOVERNANCE (managing of groups)

- 34 groups constituted
- 32% of respondents were affiliated to one or more groups. Examples were Muslim Council of Southampton, Workers Education Association, Southampton City Council.
- 67% of respondents were membership based. In particular faith organisations, women's groups and community of interest groups.
- 5 organisations have under 20 members
- 8 organisations have 21-50 members
- 8 faith based organisations have over 200 members
- 64% stated they had access to external governance advice

ICT (Computer support)

- 86% stated they used computers
- 74% carried out maintenance in-house
- 77% have up-to-date equipment that was owned by the organisation.

Volunteering

- 98% of organisations have volunteers who are involved in a range of activities.
- 40% of volunteers have been on training.
- 67% of volunteers have been recruited through word of mouth, meetings and public announcements

Finance

- 91% have a dedicated finance person
- 68% have no training. Relied on internal support to manage finance issues.
- 81% produce end of year accounts
- 16% needed to seek legal advice

Workforce development (staff and volunteers training)

- 16 groups stated that they have full time paid staff.
- 14 groups have part time paid.
- 55% of groups have participated in training on the topics – ICT, first aid, health and safety, food hygiene, how to run projects.
- 71% of those organisations that had training considered the course useful – informative, improved performance and gained confidence
- 75% of organisations that had attended training attended free training.

Performance improvement (ensuring quality of provision)

- 72% consulted with members and beneficiaries using meetings, word-of-mouth, and one-to-one meetings.
- 47% of groups found it moderate - hard in setting up their group.
- 78% found it moderate – difficult to react to change issues.
- 67% have no business plan.
- 64% have developed some policies such as child protection, health and safety, equal opportunities.
- Lack of response to awareness of quality systems.

Other issues

- Majority of organisations operate in Southampton only
- 10 organisations also operated in surrounding areas.
- Faith organisations found to be mainly region based.
- 52% were involved in networks and partnerships.
- 96% of organisations found networks and partnerships useful.
- 70% of organisations used advertising and word-of-mouth to promote activities.
- The majority of organisations measured success by numbers of attendees.
- The majority of organisations measured success by the feedback of attendees/users.
- 33% rent premises
- 22% hire premises as required
- 20% own premises
- 13% have access to free use of premises.
- 12% run services from home
- 85% stated cost of room hire is reasonable.
- The majority of organisation did not know about Southampton Local Strategic Partnership, Compact, and Race Equality Schemes.
- The majority of organisations did not know what a Social Enterprise was.
- 77% have not participated in campaigning activities, which they considered influenced policy.
- 50% of organisations have experienced one or more forms of racial discrimination. Most considered that a lack of understanding around culture and language formed the basis of misunderstanding.
- 48% of organisations believe they could generate income from one or more of the services or activities such as advice, training, events organising, premises hire.
- 84% of organisations have never been contracted for services.

In addition it was important to highlight the other key issues coming from faith groups and refugee (new) communities

Faith Groups

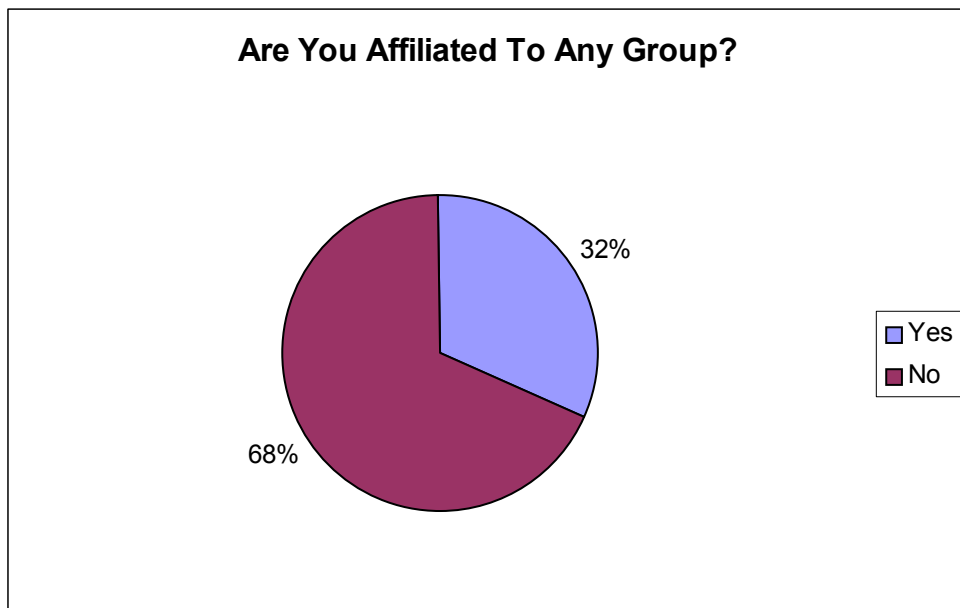
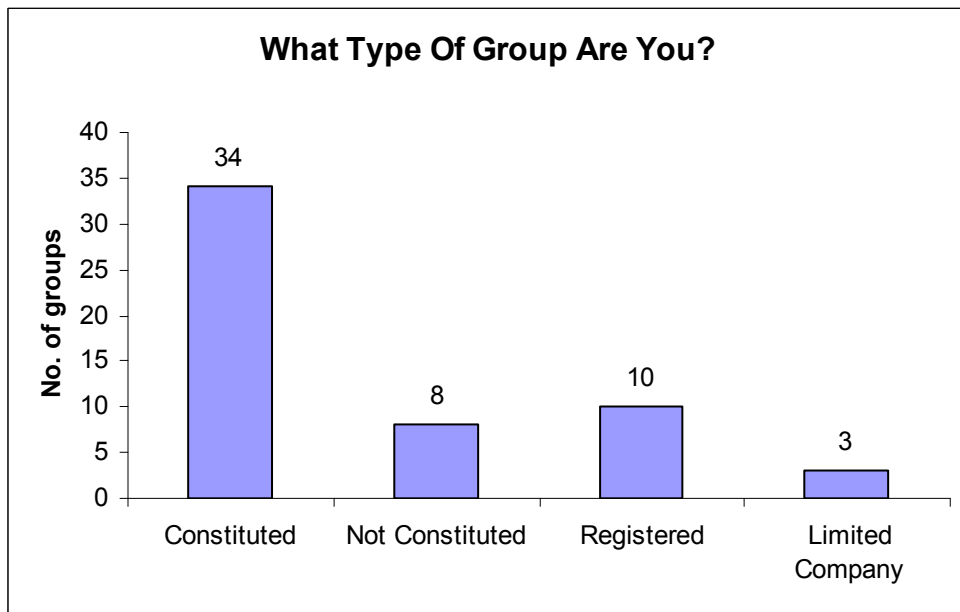
- Provided a service from a spiritual perspective as the underpinning values of their operations and service delivery. This was sometimes misunderstood and negatively portrayed.
- Faith groups, in particular BME faith groups, felt they experienced 'double disadvantages' being of faith and from a minority background.
- Faith groups with an asset base tend to be more secure and independent. They feel more able to voice concerns without fearing repercussions on funding.
- Faith groups generally have access to the most deprived and socially excluded communities.
- Minority faith organisations are very much focussed on delivery faith and sometimes do not have the capacity to deliver much more.
- Many people get involved in activities, motivated by their faith. For example people of faith tend to get involved in activities based on spiritual ideology, centred on places of worship and mutual support.
- It was generally felt that IDO's and public service providers have little regard for faith groups. Often appearing hostile to supporting any faith organisation that is providing public services.
- Previously, it was felt that some funders were inconsistent in their approach to funding faith organisations.
- Also a failure to properly explain policies added to faith groups feeling victimised.
- Faith communities feel that they sustain communities for the long term, despite lack of consistency by funders on wider policy issues.
- Faith groups often find they are misunderstood by the intertwining of faith and culture. Therefore some assume they are automatically promoting their faiths.
- People of the Muslim faith see Islamophobia as a serious growing problem.
- The Muslim Council of Southampton has started to run courses about Islam. These are becoming more and more popular and help dispel some of the myths.

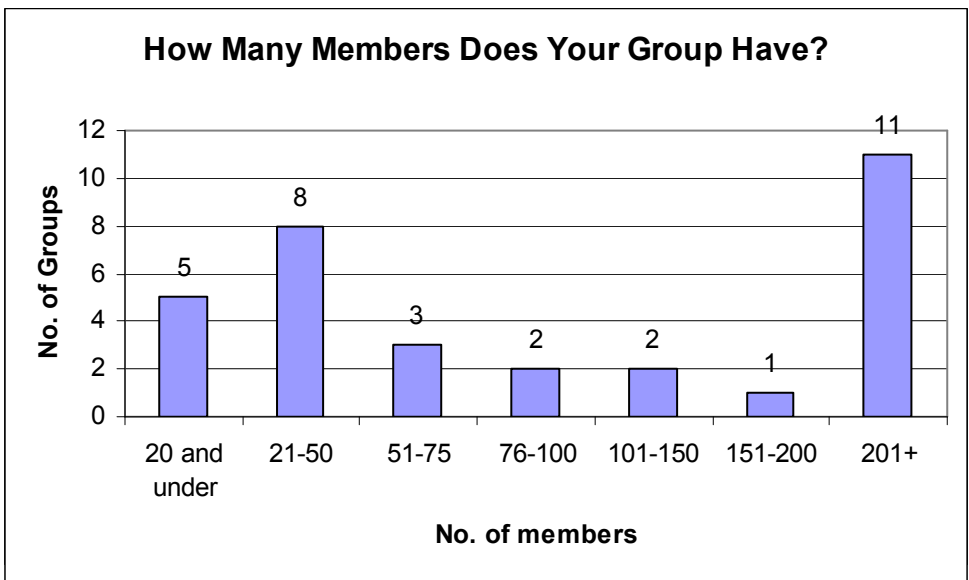
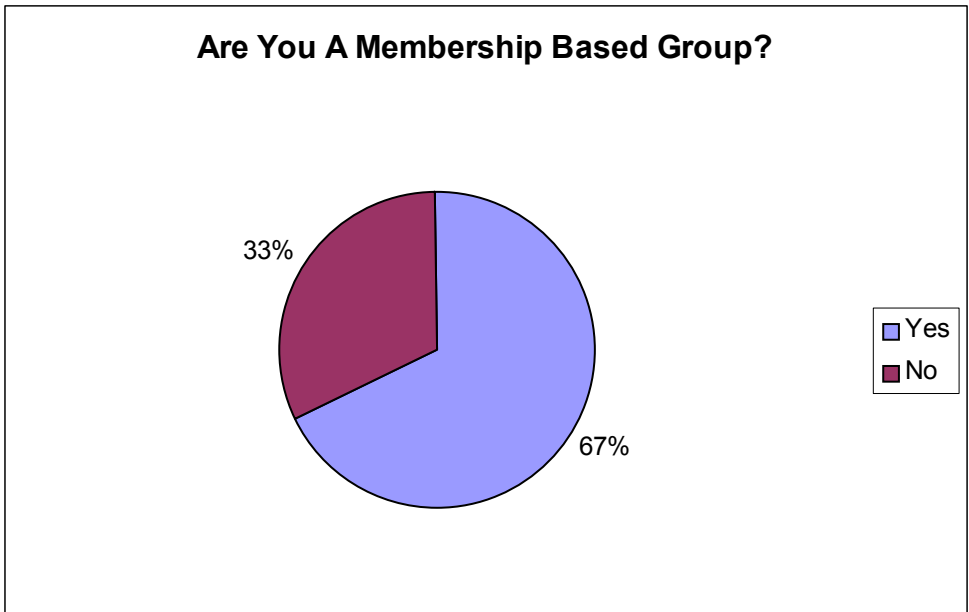
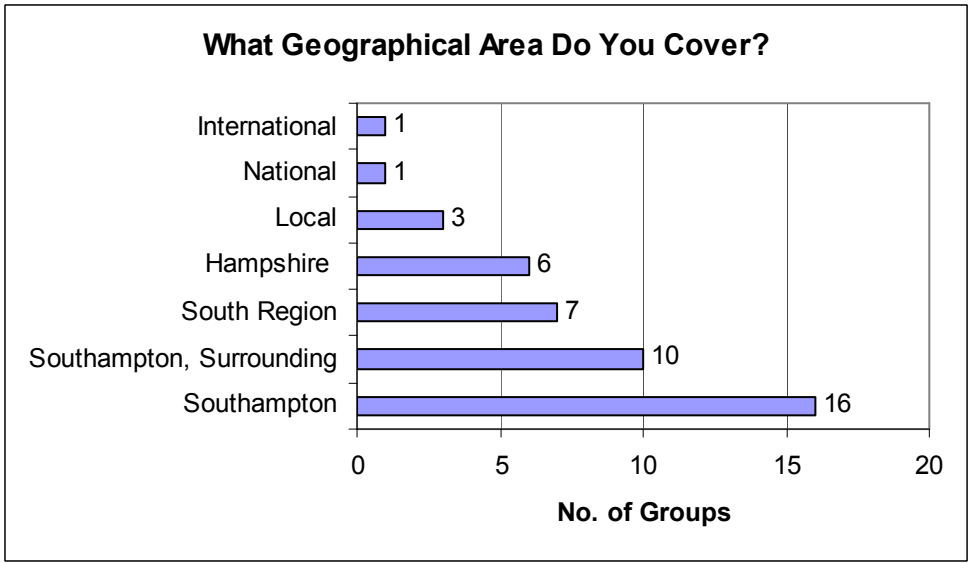
New Communities

- The new communities feel that their basic needs are not being met. This has a serious impact on their quality of life. Such as access to GP facilities.
- Language barrier- Major problem of translation and interpreting. This was impacting the services people accessed and causing much frustration.
- Lack of opportunity to participate in community development.
- Lack of awareness, understanding, and partnership working between established and new communities.
- Lack of accessibility, affordability and level of ESOL classes.
- Immigration problems; once refused status many receive no benefits and find it difficult to cope.
- Suffer from overcrowding and poor housing.
- No social or leisure activities on offer.
- Polish community relying upon the church to support communities and to pass on information.
- Despite being in Southampton for over 6 years, Somalia youth continue to be excluded from a range of services and activities
- Somalia community have identified a homework club as a priority need
- Most groups have access to limited local authority support.
- Afghan communities want staff to act as a contact point.
- Many needs ignored.
- Philippine community considers current meetings in the church as inappropriate and would like their own premises.
- Groups don't like having to meet around different venues.
- Groups would like training and advice on how the systems work. For example from how the grant system works to understanding the schools operate.
- One to one intense support was requested.
- Need for more information sharing and raising awareness of who's doing what and how to get help.
- Benefits issues.
- Racial harassment.

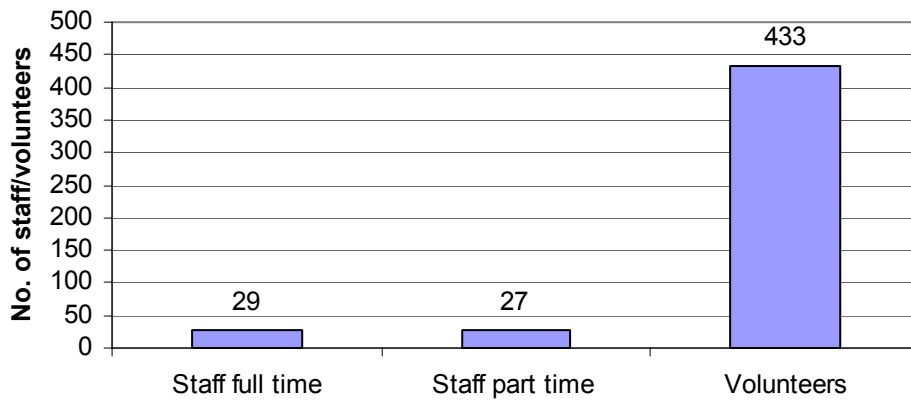
QUESTIONNAIRE ANALYSIS RESULTS

Governance

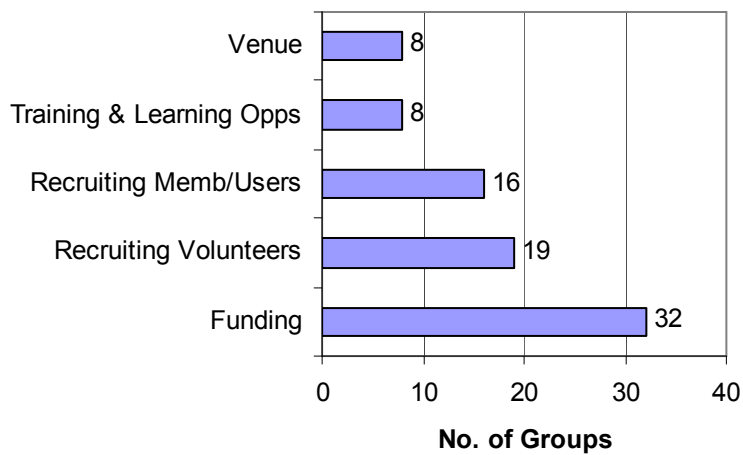




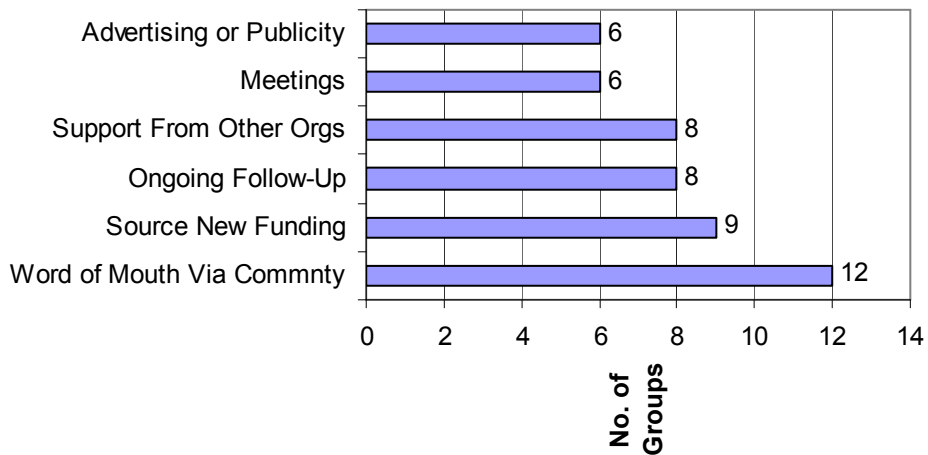
Total No. Of Staff/Volunteers Within The BME Groups.



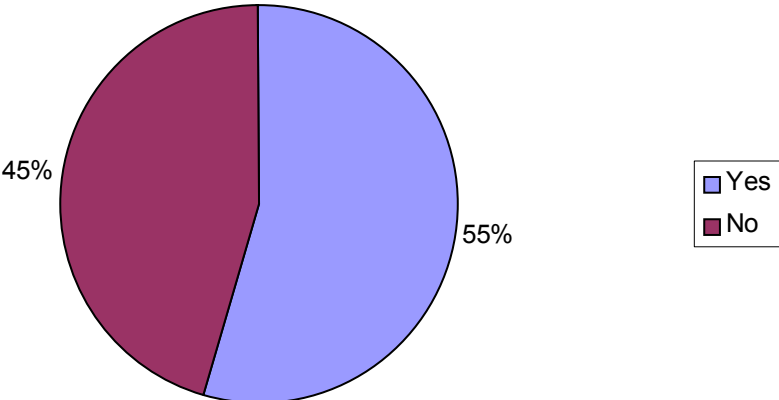
Main Challenges Faced By Groups



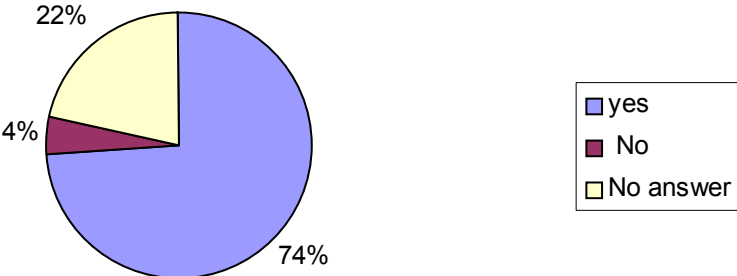
How Are These Challenges Overcome?

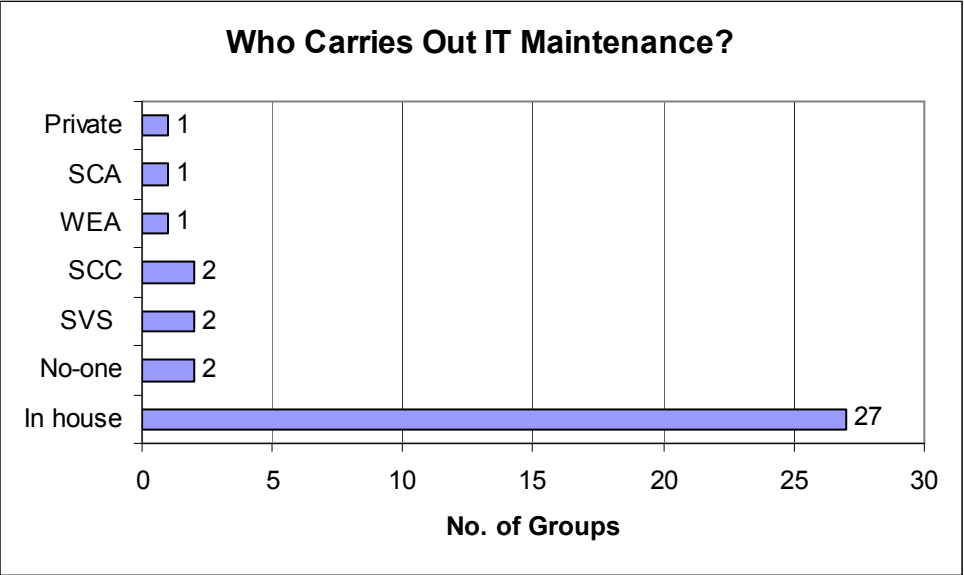
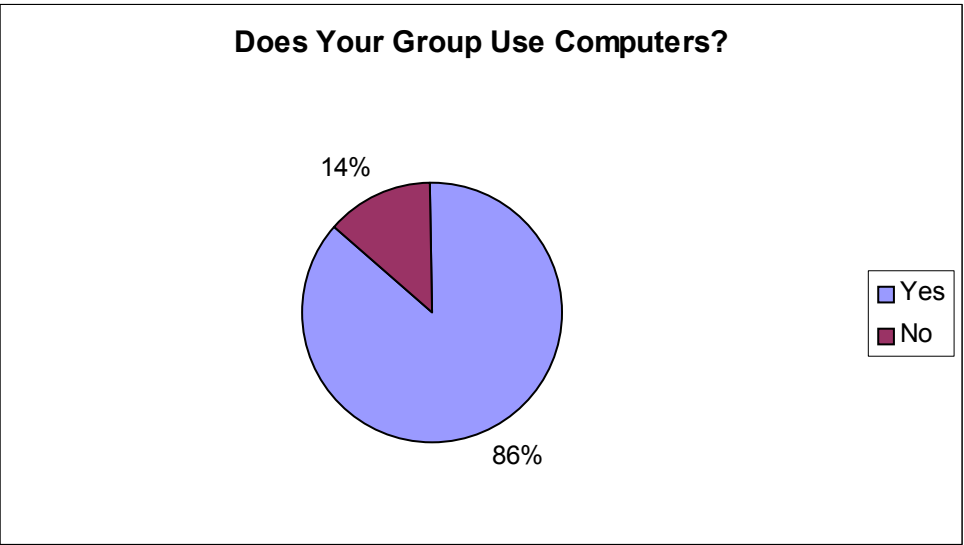


Was Training Attended?

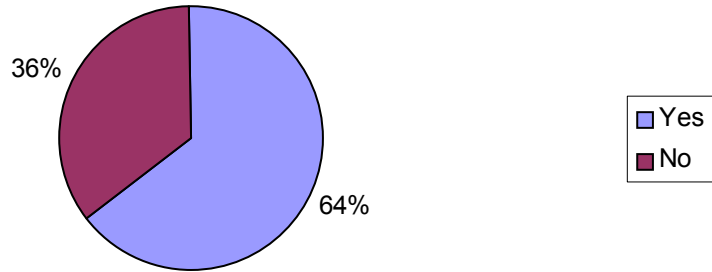


Did The Training Make A Difference

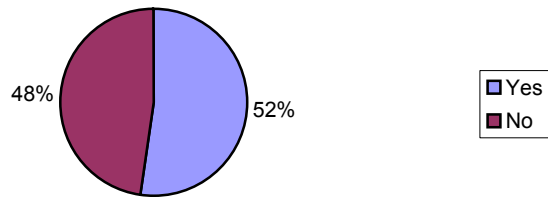




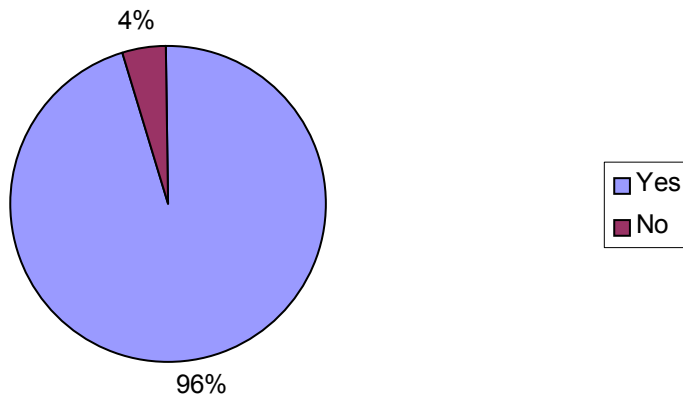
Does Your Committee Have Access To External Governance Advice?



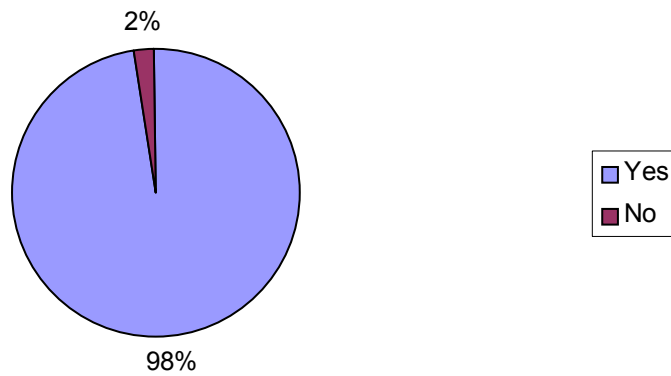
Are You Involved In Any Networks, Partnerships Or Memberships?



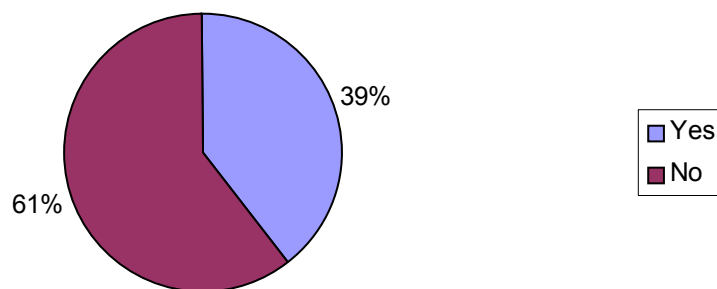
Are They Useful To Your Group?



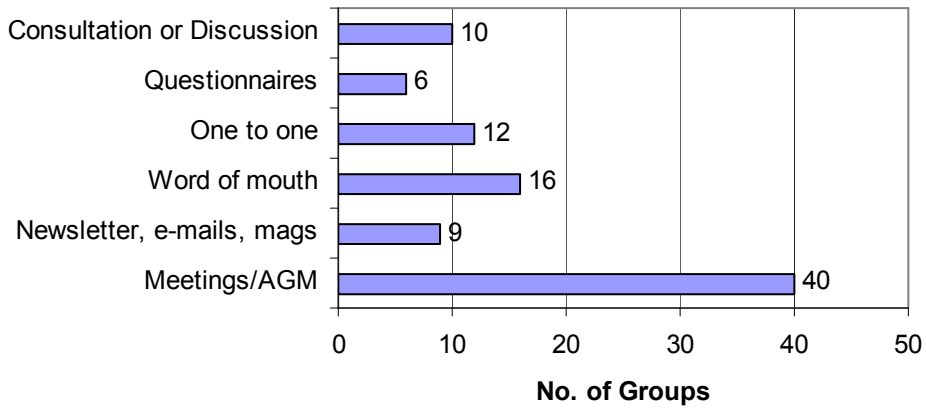
Do You Have Volunteers Involved In Your Group?



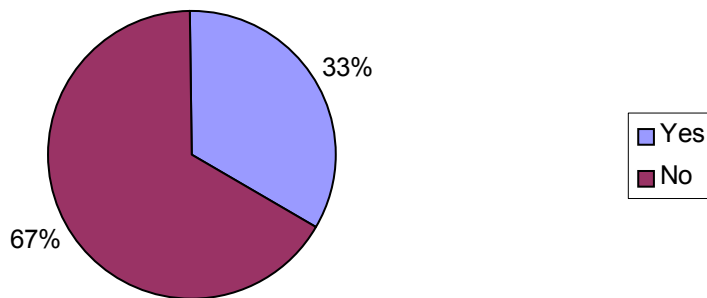
Have the Volunteers Been On Any Training?



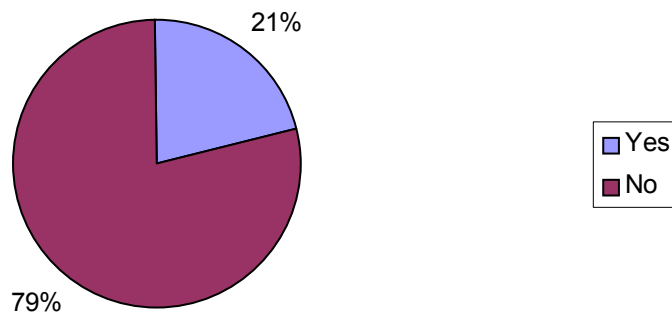
How Do You Consult With Your Members On The Services You Provide?



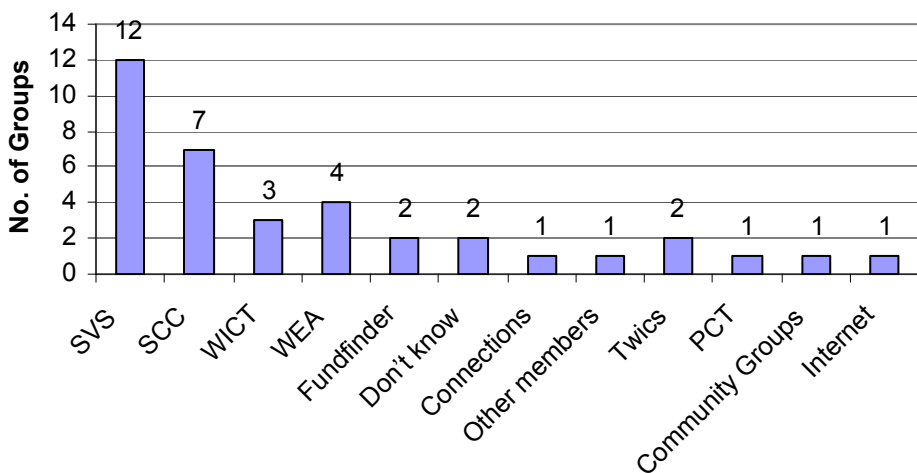
Do You Have A Strategic Business Plan?



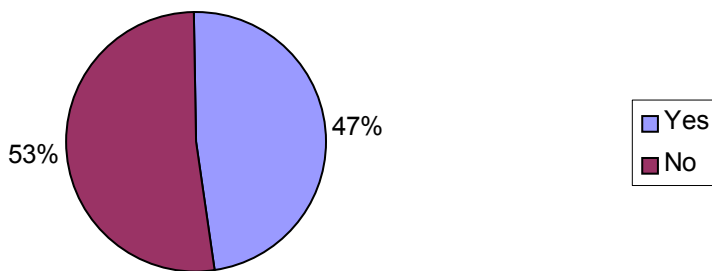
Have You Received Training In Fundraising?



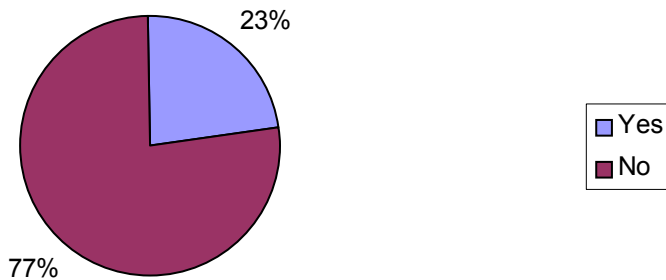
Where Do You Go To Find Out About Funding?



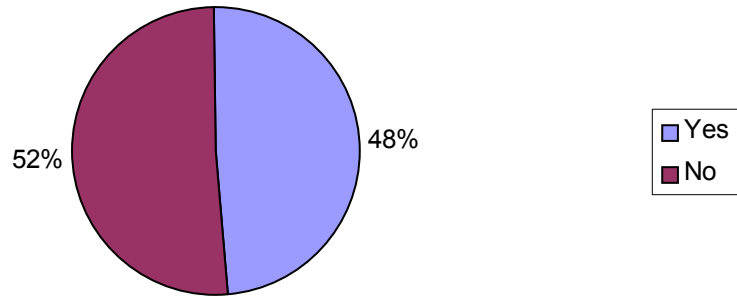
Do You Find Grant Forms Easy To Complete?



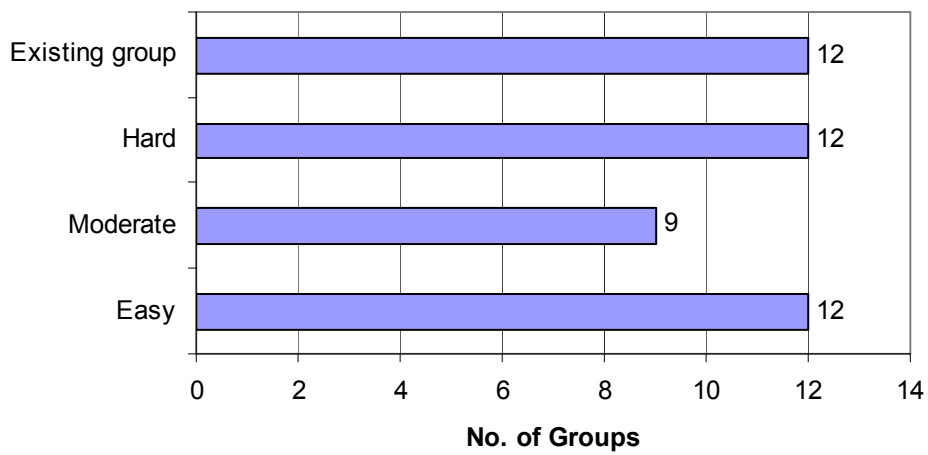
Have You Had Funding Cuts?



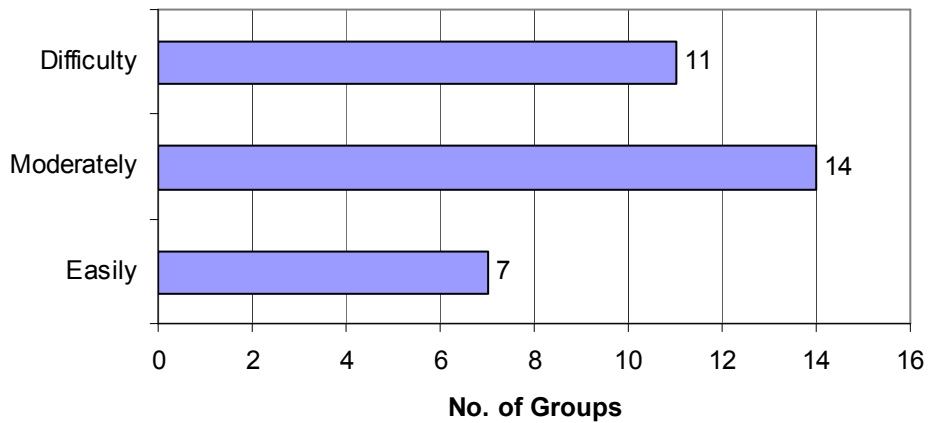
Have You Experienced Funding Refusals?



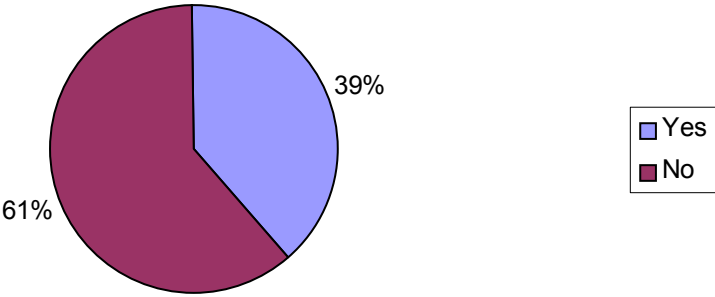
Ease of Setting Up Your Group.



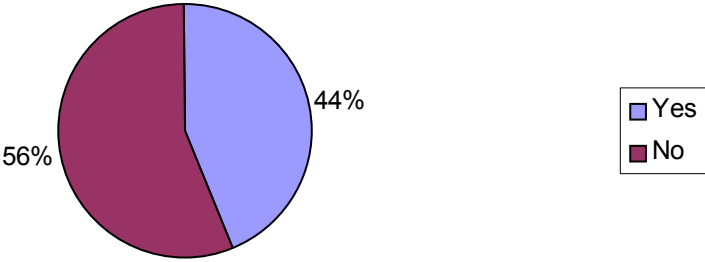
How Has Your Group Reacted To Change?

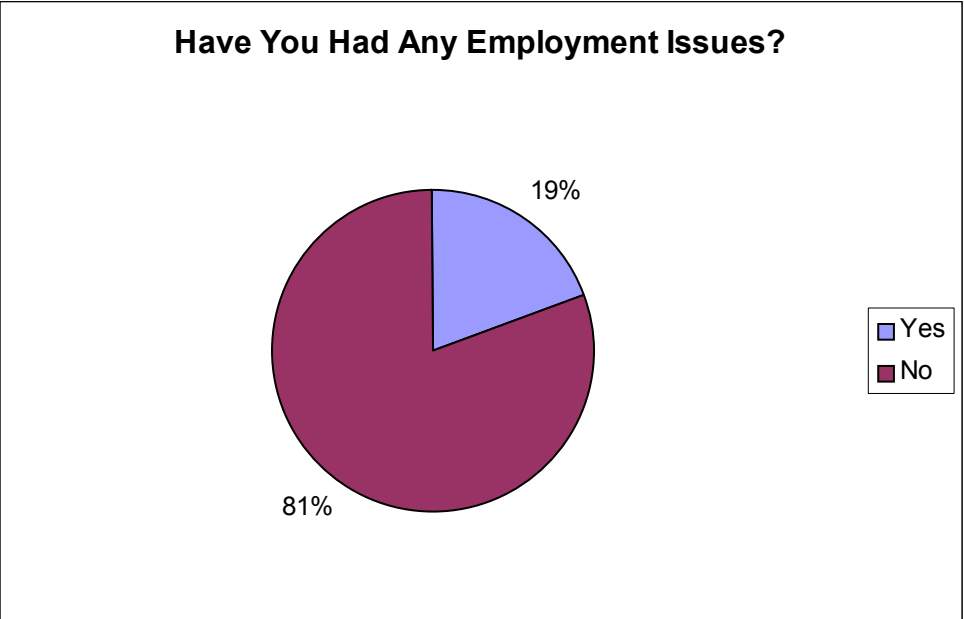
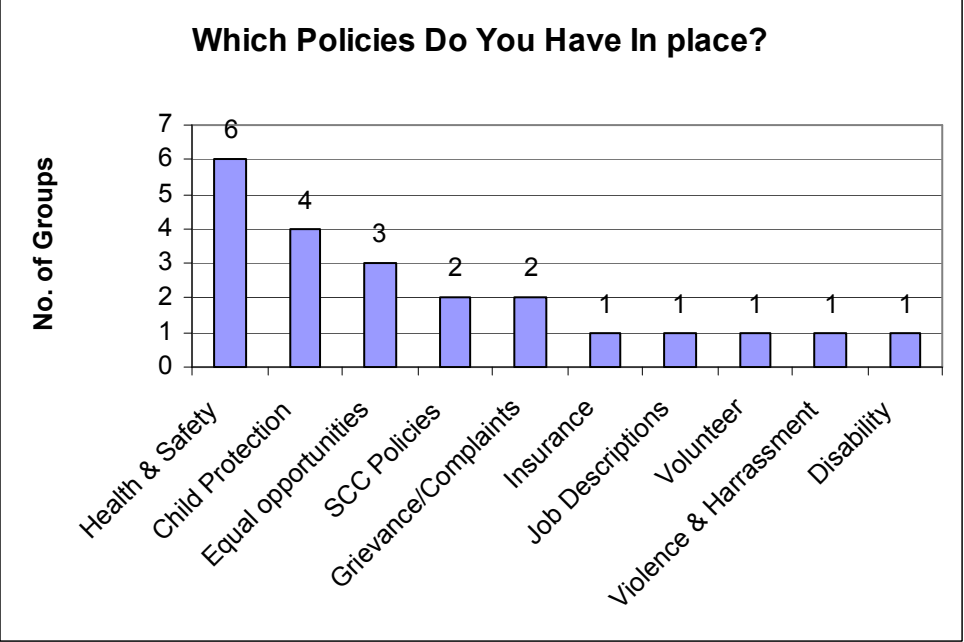


Do You Employ Staff?

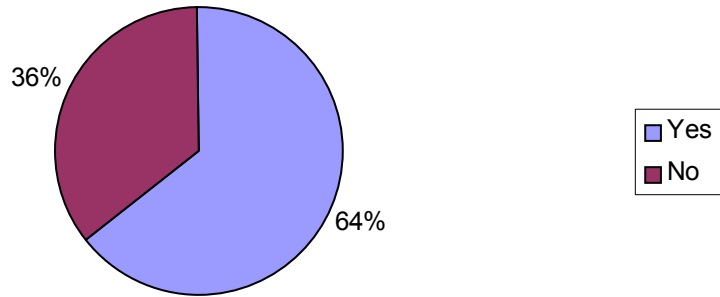


Do You Have Human Resources and Personnel Policies?

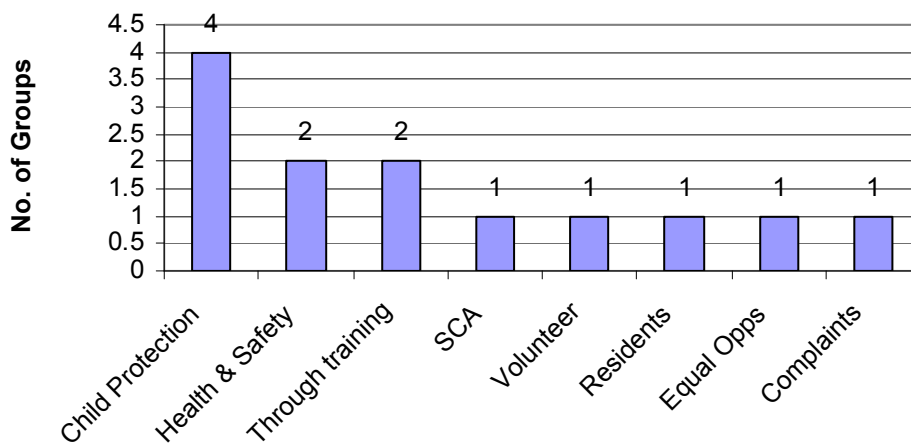




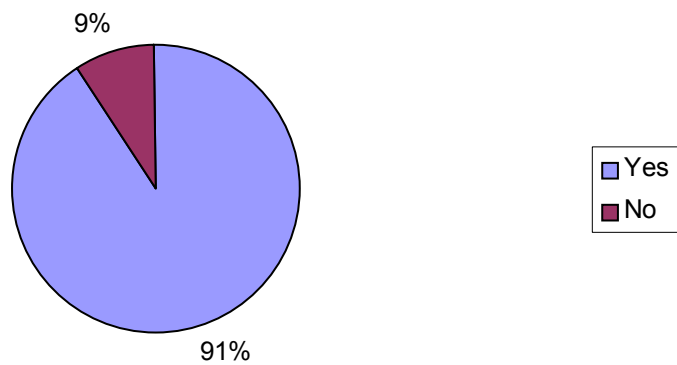
Have You Developed Any Policies?



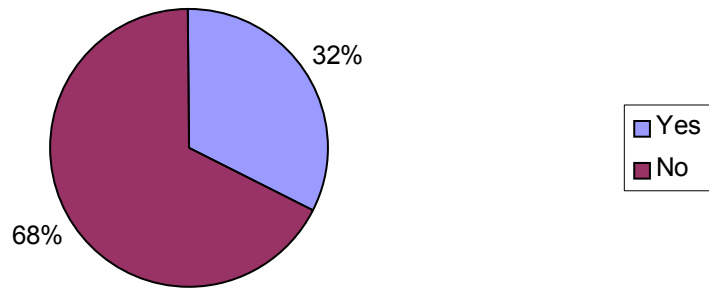
What Policies Have You Developed?



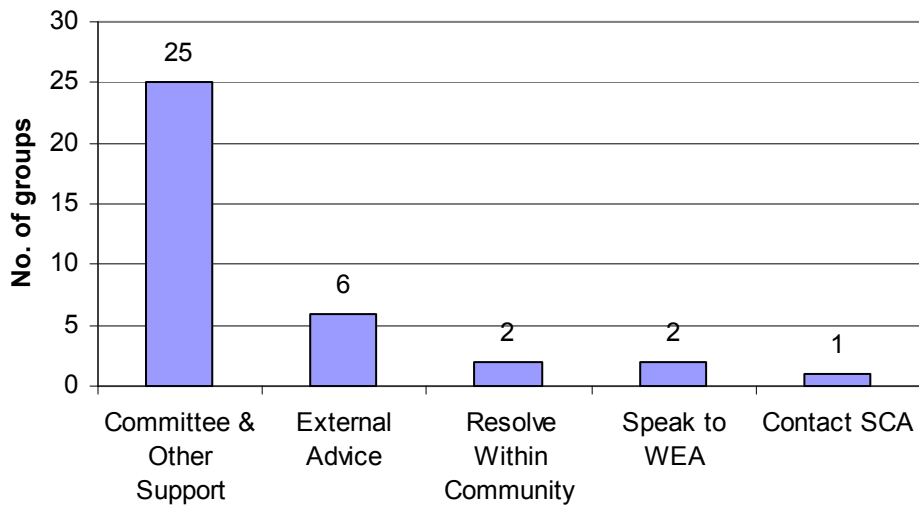
Is There A Dedicated Member For Finance?



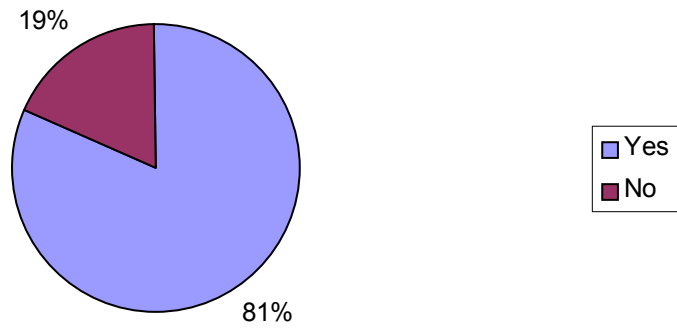
Has The Person Responsible For Finance Been On Training?



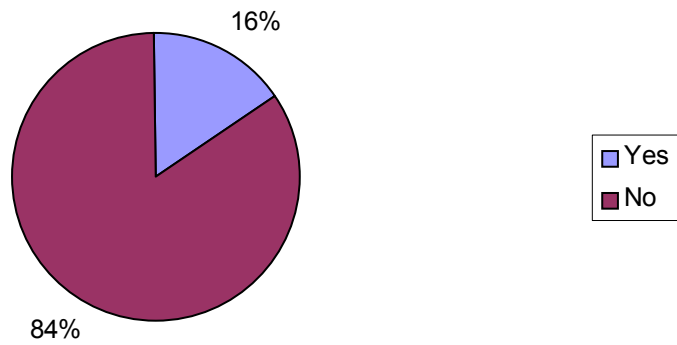
What Do You Do if You Have Financial Issues?



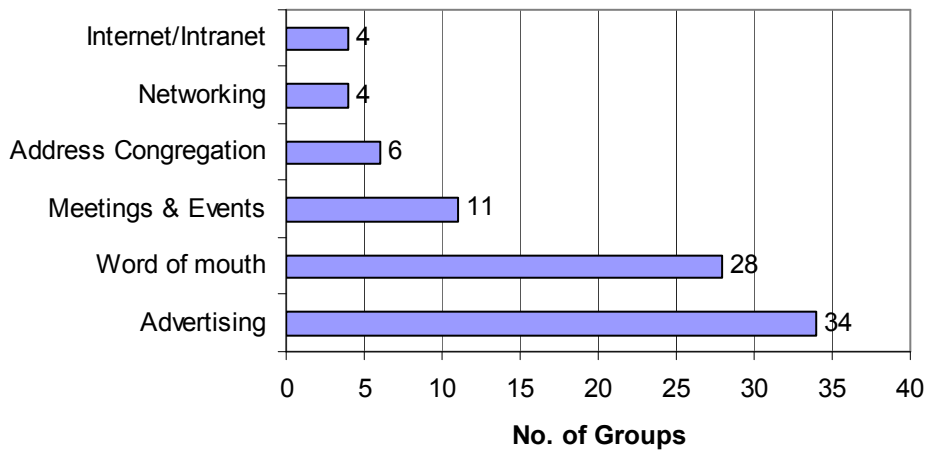
Do You Produce Any End Of Year Accounts?



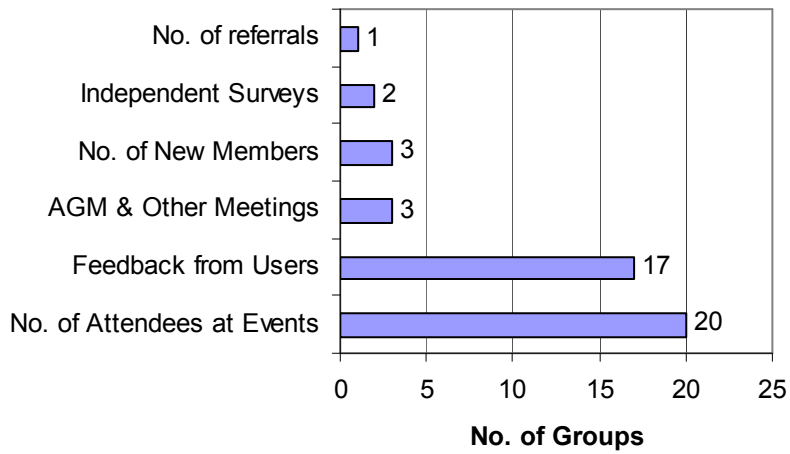
Have You Sought Any Legal Advice?



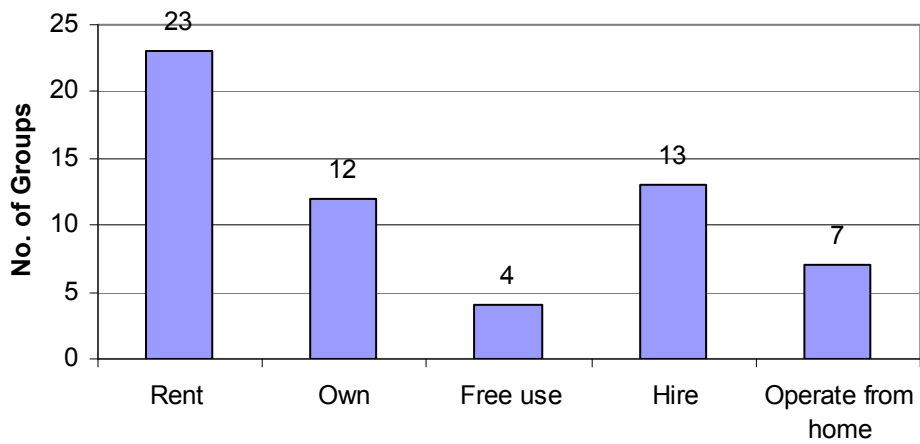
How Do You Market/Promote Your Activities?



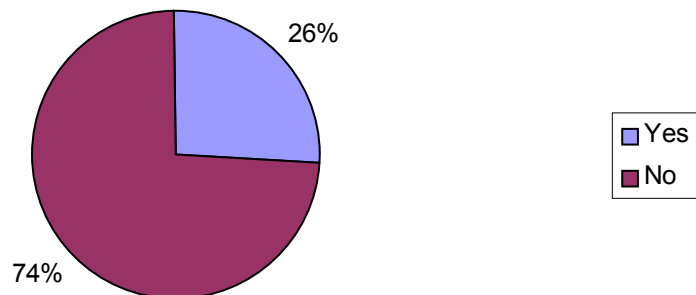
How Do You Measure The Level Of Success?



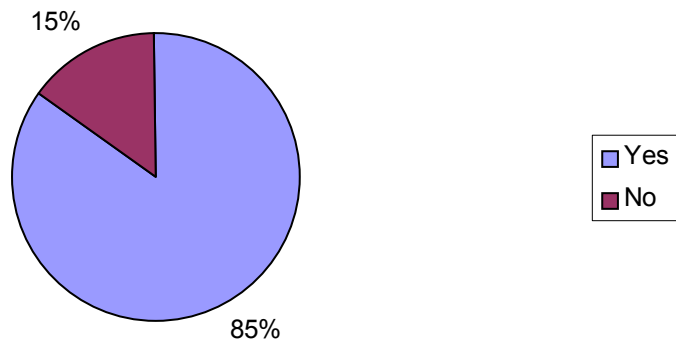
When You Carry Out Your Activities Do You:-



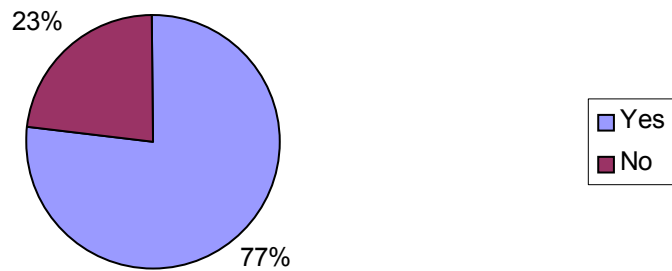
Do You Have Rooms Or Office Space For Hire?



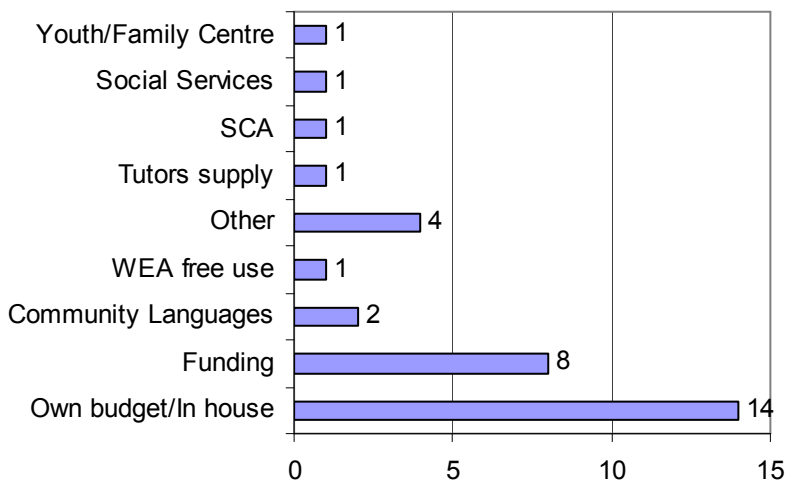
Was The Cost Of Hiring Rooms Reasonable?



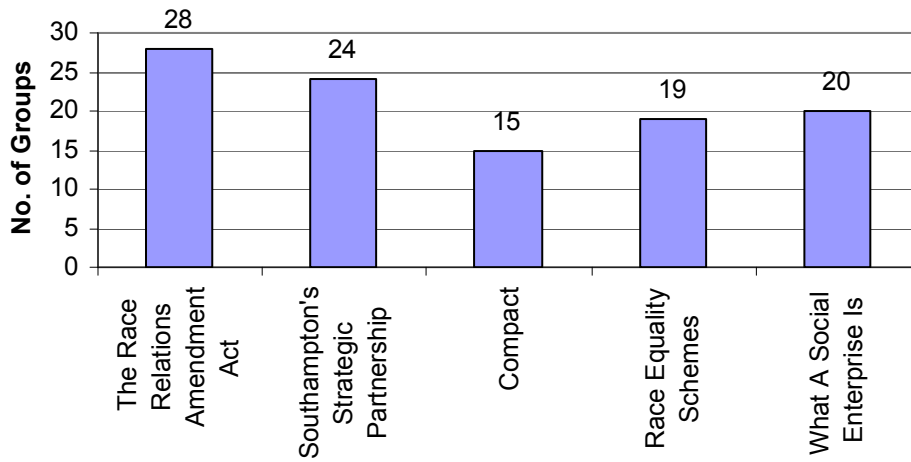
Do You Have Adequate And Up To Date Equipment?



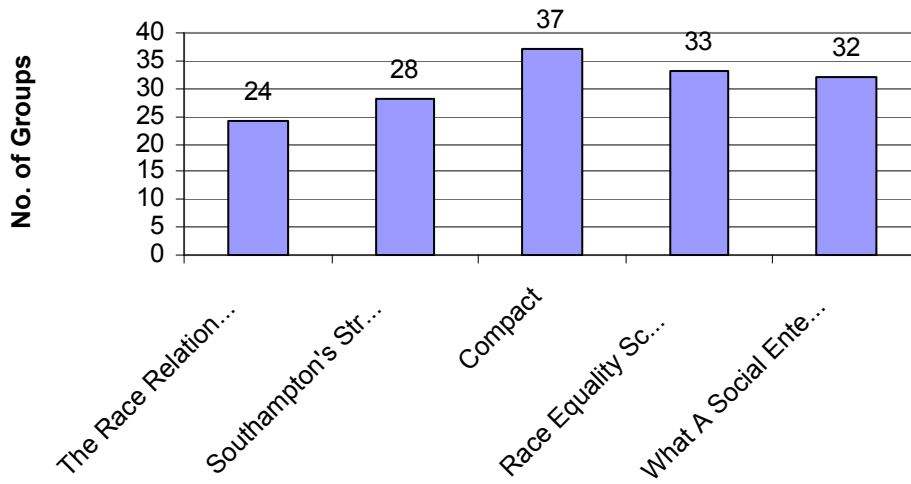
Where Was Your Equipment Sourced From?



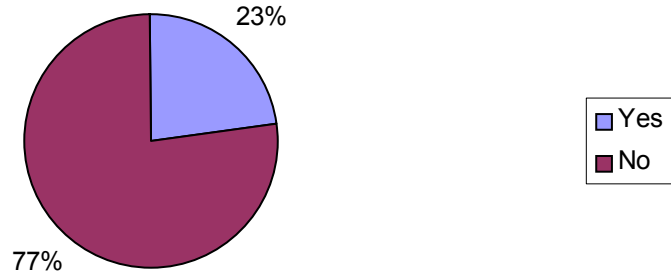
Groups Who Were Aware Of The Following:-



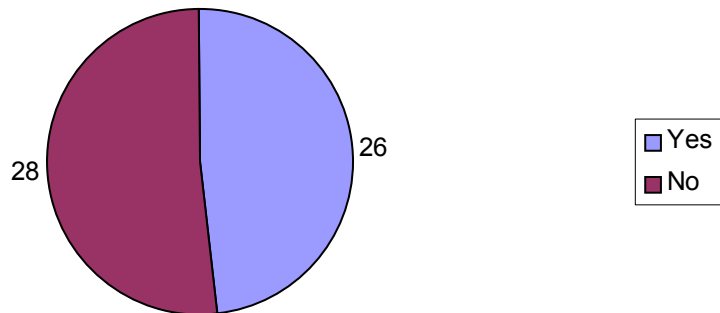
Groups Who Were Not Aware Of The Following:-



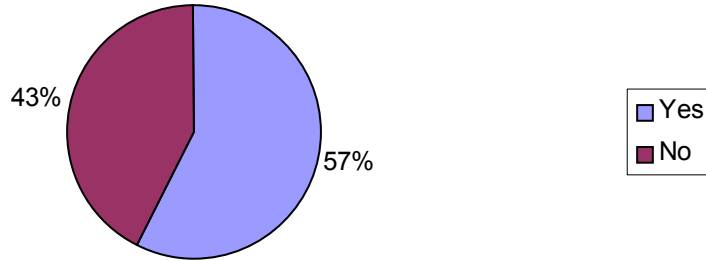
Are You Involved In Campaigning Or Influencing Policies?



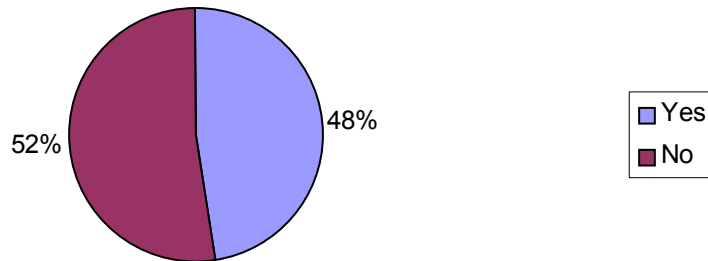
Has Your Group Experienced Any Direct Or Indirect Racism?



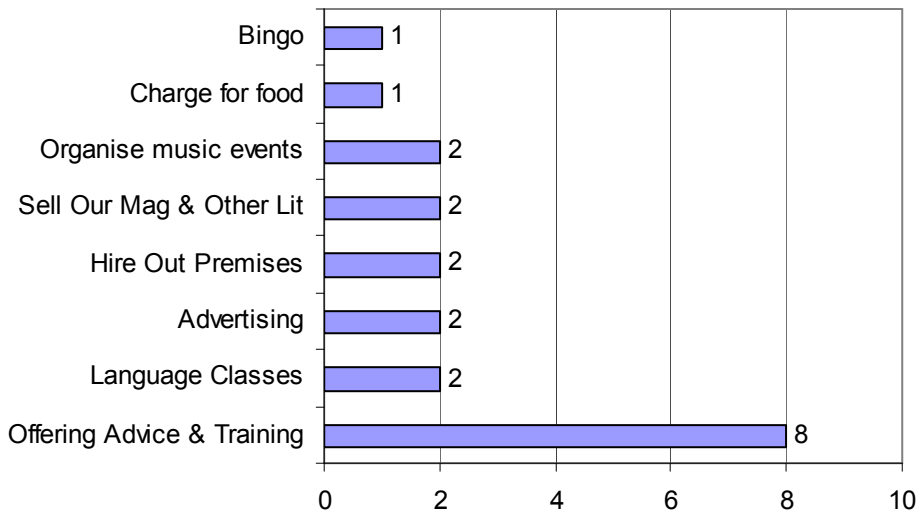
Do You Think Your Culture Or Language Builds Misunderstanding?



Do You Think You Could Generate An Income From Your Activities?



How Could You Generate An Income?



Have You Contracted For Services?

