



Extending the Reach

Report for

Berkshire Community Learning Network

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Introduction

Nextstep Berkshire has a proven track record in working successfully with a range of groups from Black and minority ethnic communities (BME). Consistently over the last three years, the face-to-face advice work has penetrated approximately 45% of non-white groups, but in June 2007, the Adult IAG Strategic Board noted the relatively low level of activity with African and Caribbean communities. The BME sub-group had reported lack of engagement and lack of take-up, i.e. not knowing what is available, as key issues.

CfBT Advice & Guidance, the lead agency for nextstep, secured funding from Berkshire Community Learning Network 'Laying the Foundations' in September 2007 to develop capacity to access hard-to-reach learners. The proposal was to work in partnership to **extend the reach** of information, advice and guidance into these communities in an innovative and sustainable way.

Nextstep Berkshire would like to thank the following organizations which took part in the project with enthusiasm and commitment and this, undoubtedly, led to its success:

- Urban UK
- Council of Ethnic Minority Voluntary Organisations (CEMVO)
- Social Enterprise Berkshire
- BBC Radio Berkshire
- National Institute for African Studies (NIAS)

The project was also supported by:

- Reading Refocus
- Apollo Youth Club
- Newtown Information Centre
- Osa Rika African Caribbean Restaurant
- Spaak Educare

Other interested organizations included:

- Thames Valley Police
- Learning & Skills Council (LSC)
- Councils for Voluntary Services – Reading, Slough and Wokingham
- Resource Together
- Reap
- Churches In Reading Together

The aim of the project was to encourage mutual aid and support and to build on strengths – the assets and abilities which individuals and communities have.

Extending the Reach

In order to extend links with African and Caribbean communities and community leaders, the project identified the following key objectives in its Delivery Plan:

- To organize and run three events in a three-month period in the autumn of 2007
- To invite 30 representatives from the African and Caribbean communities to each event
- To raise the profile of nextstep and information, advice and guidance services (IAG)
- To take representatives who attend the events through their own IAG journey
- To complete 60 additional IAG sessions for the BME community
- To showcase three successful organizations working with African and Caribbean groups
- To run a bespoke accredited introductory IAG 'Learning Adviser' course for the African and Caribbean role models and community leaders who attended the events
- To establish designated times each week when the nextstep centre in Reading is open and run by representatives of the African and Caribbean communities

The following outcomes were also identified:

- The Learner Voice
- Case studies
- Barriers to learning
- Critical success factors

Extending the Reach – critical success factors

The following have been identified as being critical to the success of the project:

- Nextstep Berkshire is recognized as an independent organization and therefore impartial in its operational delivery
- The support of members of the Adult IAG Strategic Board, particularly Keith Seville and Theoneste Ingusi
- The ability to use known contacts through extensive networks

- The use of central locations in Reading – a local African Caribbean restaurant and the nextstep centre – both served easily by public transport
- Choice of environment which created a positive and welcoming atmosphere
- Events held in the evenings, i.e. outside the working day
- Full hot buffet of African Caribbean food available at the start of all evening events
- The evenings were hosted by an individual well known within local BME community organizations

- Nextstep Berkshire had already identified and worked with a number of organizations through the Forza project which aimed to build on strengths within voluntary and community sector groups
- Nextstep Berkshire advisers have extensive experience of working with clients with BME backgrounds and could draw on experience
- The organizers were able to engage and network with new partners as the attendance numbers increased over the course of the events

- Nextstep Berkshire, its Strategic Board and its wider provider network had the ability to develop capacity to access hard-to-reach individuals and groups
- Nextstep Berkshire has a supportive network of providers across Berkshire and could therefore actively promote activities which help individual and organizational development within BME communities

- Nextstep Berkshire adopted a project management approach which ensured all events were delivered on time and objectives met
- All partners demonstrated enthusiasm and commitment to the project

- Nextstep Berkshire has a history of successfully working collaboratively with a wide range of partner organizations
- Nextstep Berkshire has the capacity to extend its network of services and penetrate local communities across Berkshire through sustained activities
- The website of nextstep Berkshire is kept up to date as a regular source of information for all providers of IAG and individuals who wish to access IAG

African/Caribbean IAG Session events

The events were held on Wednesday evenings, 5th September, 3rd October and 7th November 2007 from 6.00 – 9.00 pm.

The September and October events were held at Osa Rika African Caribbean Restaurant in King's Road, Reading.

The November event was held at the nextstep drop-in centre, King's Road, Reading, with catering provided by the Osa Rika African Caribbean Restaurant.

Keith Seville of Urban UK, publisher of Urban News, and a prominent figure in several Berkshire community organisations, a former-co chair of Wokingham Black and Minority Ethnic Forum and executive committee member of Reading Council for Racial Equality, acted as the host for the evenings to introduce the speakers and facilitate the networking.

He was supported by Lesley Reilly, Operations Manager of nextstep Berkshire, at all events.

The events were publicized by letter, flyer, email and follow-up telephone calls to over 30 organisations known either to nextstep Berkshire, to CEMVO, to SEB, to NIAS or through Keith Seville and the organisations with whom he has links.

5th September 2007

The first event was marketed as being for those adults interested in information, advice and guidance on learning and work, targeting the African/Caribbean community. It was also deemed to be of particular interest to those people who felt that Black and minority ethnic (BME) groups were under-represented.

The aims of the session were to provide information on:

- Free advice
- Free courses/workshops
- Bursaries
- Capacity building

Lesley Reilly gave a presentation and answered questions on the wide range of free services offered by nextstep Berkshire. She highlighted the outreach work with voluntary and community organizations across Berkshire as well as the drop-in centres in Reading and Maidenhead.

Lesley was followed by Claire Morgan, Director of Social Enterprise Berkshire (SEB), who explained the help and support available for those who wished to go into business as a social enterprise, i.e. a community business which trades primarily to support a social purpose. She gave examples of some they have helped to establish in Reading.

Finally, Theoneste Ingusi outlined the role of the CEMVO in the local area.

Prior to the event, 30 people registered to attend; on the evening, over 40 people actually came. Much of the feedback was collected verbally and the organizers believed they had achieved their objective of bringing together representatives of the African/Caribbean community alongside organisations with services to offer.

Six people returned evaluation forms, as follows:

<i>Were the details communicated clearly?</i>	6 ticked 'good'
<i>Did you like the format of the evening?</i>	5 ticked 'good', 1 ticked 'OK'
<i>Did you enjoy the food?</i>	6 ticked 'good'
<i>Was the information in the presentations useful?</i>	6 ticked 'good'

How did you hear about the event? 2 people did not answer

- Flyer
- through CEMVO
- from a friend
- by email from organizers

Were any of the presentations of particular interest to you (nextstep Berkshire, SEB, CEMVO)?

- All were interesting as had specific info that is relevant to us especially nextstep to assist our clients
- Yes, we have CEMVO capacity last year, but we need more information
- All of the organizations presented relevant and useful information
- All
- All were of major interest to me
- All the presentations were interesting

What would you like to see included in the future? 2 people did not answer

- Mini training workshop perhaps
- A formal presentation about the credit union would be very helpful
- Q and A session
- Given word of mouth, the attendance rate may increase in subsequent occasions. A consideration may necessitate a larger venue, but ideally with the same caterer

Keith Seville captured the thoughts of many in his email of 7th September when he said, 'I was impressed by the energy and the willingness of people to listen and to support the passions of others. The mix of people was right and the talk stimulating and real things can happen as a result.'

On the morning after the event, Claire Morgan was contacted by two people as a direct result of her presentation.

Five organizations who were unable to attend said they would like to know about future events and nextstep Berkshire advisers reported an increase in activity from BME callers at their drop-in centre in Reading.

3rd October 2007

The second event followed a similar format with the same target audience. As there had been pressure on the venue in terms of size of room and numbers requiring catering, a special plea was made for people to register their intention to attend in advance of the evening. A request was also made that organizations or groups consider sending just one or two people so that a wider range could be represented.

The aims of the session were to provide further information on:

- Free advice
- Free workshops
- Courses
- Bursaries
- Capacity building

Keith Seville invited everyone to introduce themselves and their organizations.

Lesley Reilly and colleagues provided a 'taster' of the psychometric package Myers Briggs Type Indicator (MBTI) and explained its applications both for the individual and the teams or groups within which they work or link. She also outlined the concept and content of the Learning Adviser course and suggested those attending might consider how it supported their roles in their own organizations or community groups.

Louise Chandler was the special guest speaker from BBC Radio Berkshire and she presented on her regular Sunday evening programme aimed at celebrating Afro-Caribbean culture and community.

Prior to the event, 27 people registered to attend; on the evening, 20 of those came and 3 people who had heard of the event, but not replied. Four different organizations sent apologies, but wanted to know about the next event.

Fifteen people completed evaluation forms, as follows:

Were the details communicated clearly?	13 ticked 'good', 2 ticked 'OK'
Did you like the format of the evening?	15 ticked 'good'
Did you enjoy the food?	14 ticked 'good', 1 ticked 'OK'
Was the information in the presentations useful?	12 ticked 'good', 3 ticked 'OK'

How did you hear of the event? 4 people did not answer

- E mail (5)
- Invitation from host (2)
- Keith Seville (2)
- Follow up from last meeting
- Spaak Educare

Were any of the presentations of particular interest to you (MBTI and BBC)?

5 people did not answer

- It was all informative
- All presentations were very useful
- Yes
- MBTI (3)
- BBC (2)
- Both (2)

What would you like to see included in the future? 5 people did not answer

- All the people with passion for helping and developing the community, working with and bringing forward YOUNG PEOPLE as they are the Next generation
- Young people and older people attending sessions
- More young people who need motivation
- More information about funding available for the BME groups to help in writing bids/applications for funding
- Funding, bid writing
- Contributions from local councillors/MPs/business leaders
- Info on Black businesses in the region
- Bigger place for greater participation with more sponsors on board for the occasion
- More organizations involved
- I would like the event to be continued

7th November 2007

For the final event, the venue was switched to nextstep Berkshire's drop-in centre in King's Road, Reading, with catering provided by the Osa Rika African Caribbean Restaurant (also in King's Road, Reading) which had proved very popular.

The organizers decided to introduce a theme: Working in the Media. Three enthusiastic, inspiring and energetic speakers, all from the African or Caribbean communities, spoke about their own experiences as well as careers and opportunities in their chosen field.

Carol Jacobs – working in TV and films
Louise Chandler – working in radio
Keith Seville – working in magazines

These were followed by two brief presentations:

Thames Valley Police on community work
WEA on their range of courses

Invitations were sent to 38 named individuals to pass on to their organizations or community groups and, as before, people were encouraged to confirm their attendance in advance. Five people sent apologies, but asked to be kept informed.

The flyer to promote the event invited participants to bring any friends aged over 50 or 16-25 who would benefit from seeing nextstep to come along, too. In advance, 32 replied; on the evening, 27 of those attended, another 5 signed in, but many other people came, either with others or invited by others, and greeters on the registration desk had difficulty taking names.

There were networking opportunities throughout the evening, but by now, after two other events, many greeted each other as 'old friends'. People, for whom this was their first event, were warmly welcomed and introduced to others who could help or support them or their organization. Once again, those attending were eager to share their enthusiasm and encouraged commitment to meet the ideals of their communities, to foster goals, to raise motivation and nurture talent.

Nextstep advisers prepared folders of information from the relevant sector skills councils and useful websites for work in the media. Many also took the informal opportunity to look at the resources offered by nextstep Berkshire. They became familiar with the centre lay-out and took additional information away at the end of the evening. Lesley Reilly reminded everyone of the Learning Adviser course; eight people expressed keen interest and asked for details and dates.

There was a particular interest in finding ways of engaging young people and invigorating them with a 'can do' attitude. Several people said members of the BME community were not good at 'singing their own praises', celebrating their successes, publicizing experiences of strong role models; this event had stimulated a desire to 'follow the dream' or at least strive realistically towards it. On a broader level, those who had supported all the events felt galvanized into taking the model and approach back into their own communities and groups.

Nine people completed evaluation forms, as follows:

Were the details communicated clearly?	9 ticked 'good'
Did you like the format of the evening?	7 ticked 'good', 1 ticked 'OK'
Did you enjoy the food?	8 ticked 'good', 1 ticked 'OK'
Was the information in the presentations useful?	8 ticked 'good', 1 ticked 'OK'

How did you hear about the event? 1 person did not answer

- Through Urban News Media
- From a contact (Louise Chandler)
- Through Carol Jacobs from Skillset
- Word of mouth (advertising could have been a little better)
- Came to the first event by invitation from Keith Seville
- Via email
- Word of mouth
- From host

Were any of the presentations of particular interest to you (Working in TV, radio or publishing)? 1 person did not answer

- All of them
- All excellent
- Only from an educational point of view
- TV/film
- Working in TV
- Publishing
- Yes, I am interested in both mediums
- Talk from the police re the IAG plus meeting other community members

Suggestions for further events 4 people did not answer

- To involve the younger generation as well, more input in university and college students
- Something to target young adults, etc. More ages. Active film makers. Follow someone's development after session and ask them to present next year (along with established speakers)
- More on new media careers (eg web content writers/webmasters); confidence building courses
- Make them quarterly

Learning Adviser course

The Learning Adviser course aims to equip adults with the skills to provide advice on courses and further learning in a range of settings including voluntary and community organisations. It is accredited by Open College Network (OCN) and can lead towards further qualifications in Information, Advice and Guidance.

The learning outcomes are that by the end of the course, participants will be able to:

- Use interpersonal skills to enable clients to express their needs
- Assist clients through the information-gathering process
- Support clients with planning appropriate next steps
- Show understanding of clients' needs and apply equal opportunities legislation to a range of client groups

The course consists of three days training. Participants demonstrate achievement of these outcomes by producing a folder of work. This includes tutor observations and short reflective accounts of what has been learned each day. Most of the work for the folder can be completed during class contact time, but there is also a requirement for two pieces of work in own time, likely to take 1-2 hours to complete.

For the purpose of **Extending the Reach**, this course was seen as an ideal way of offering tailored training to members of voluntary and community sector organizations within the BME communities. The intention was to reach the wider community in order to encourage engagement in learning and personal progression.

Nextstep Berkshire offered to fund the training and provide the venue so that it was free of charge to the BME community organisations and individuals.

All who had attended the evening events or who had expressed interest were invited to a briefing on 5th December which explained more detail of the Learning Adviser course and an introduction to Information, Advice and Guidance. Discussion also took place to agree the most convenient dates and time of day for the course – nextstep offered evenings and weekends as well as usual daytime working hours.

The course dates agreed were 24th January, 7th and 14th February 2008, 9.30 am to 3.30 pm at the nextstep centre, Reading, with lunch provided; 13 people booked to attend, representing 7 different organizations.

From the evaluation forms, all participants rated the course as either 'good' or 'excellent'. The training was 'enjoyable', 'well presented and motivating' which provided 'good networking opportunities' with an 'enjoyable peer group'. One person commented 'The course has been good and have gained knowledge which will help me at work and anywhere else'.

The Learner Voice

Although the feedback has been very positive following the evening events, the 'Learning Adviser' course provided an opportunity to capture information in a discussion group setting. The diversity of the African/Caribbean cultures became apparent and the group felt the differences within the Black community need to be more widely recognized by learning providers, funding bodies and supporting organizations.

Again, concerns for the young people were voiced, particularly young men aged 18 – 25. Few had heard of the Connexions service, although young Black men is one of their priorities; however it should be noted that Connexions, in the main, works with young people up to age 19.

Barriers to Learning

The participants were asked if there is anything which prevents people from BME communities from entering learning or work or starting a business?

The following were cited as barriers to learning, similar to other ethnic minorities:

- Difficulties with written/spoken English/English is a second language
- Poor or no qualifications
- Qualifications achieved overseas which are not recognised here
- Housing issues/lack of privacy at home
- Poor understanding of the education system
- Difficulties in gaining visas and citizenship

Other issues which are not exclusive to the BME communities:

- Difficulties in finding suitable employment
- Difficulties in funding/loans for studying

Case study – Newtown Information Centre, Reading

Newtown Information Centre was started in 2001 as the Family Support Services and Information Centre, located within the Newtown housing area at Rupert Square, Reading. It was fully funded by Reading Borough Council and the staff were employed by the Council. The organization became a registered charity in 2005 and is now self-financing, mainly through the Big Lottery Fund. It is based in Sun Street Youth and Community Centre in a new, purpose-built facility. There are two permanent members of staff, the Centre Co-ordinator and the Assistant Co-ordinator, and five volunteers.

Objectives

The organizational aims and objectives are set out in the Business Plan and the following is an extract:

The charity's objects are to serve people in the Borough of Reading and the surrounding area irrespective of their age or ethnic origin:-

- a) To relieve need amongst such local people through the provision of advice and information to those who are unable to provide such advice and information from their own means*
- b) To advance training and educational opportunities for such local people*
- c) To encourage and support positive relationships between such local adults and young people across generations and ethnic groups*
- d) To establish, maintain and support centres and schemes including a non-profit making information shop/café to serve as a venue for bringing people together in furtherance of these objects*

The original concept was to convert a disused shop into a community café/information shop and to staff the café with volunteers from amongst the disaffected young people in the area, thereby reducing crime, vandalism and alienation between the generations.

The Community

The premises are situated on the edge of a 25-year old housing estate and adjacent to a fairly large area of late Victorian terraced houses. The area as a whole features in a variety of deprivation indices.

The centre has concentrated on the information and advice function along with a much-used community launderette facility. One-week Easter and Summer schools targeted at under-performing year 5 and year 6 children attending local primary schools have been generally well received and effective, as has a twice-weekly homework club for the same age group.

The centre activities include:

- Employment advice and sign-posting to other sources of information
- Links with Social Enterprise Berkshire for those who wish to start their own businesses
- Help with family issues including housing, education and social support
- Support on employment rights for those who encounter problems at work
- Links with the local police officers and police community support officers
- A conduit for individuals to many local authority services

Collaboration

The centre has built strong links to many local organizations through networking and linking with other groups to raise the profile of activities. It has also become known in the area through residents' associations, festivals, community functions and targeted leaflet drops to householders.

Local people can now benefit from the following:

- A housing officer from Reading Borough Council runs a surgery every Monday for two hours
- The police attend fortnightly and are willing to meet individuals for an appointment rather than at the Police Station or Council offices
- New Directions (formerly known as the TEA Shop) attend every Monday to offer training and employment advice

In addition to the support and homework clubs for primary school children (mentioned above), the following projects also run:

- Sessions for Nepalese women to learn English
- Support for the Turkish community to complete forms for work and other needs
- Youth activities in school holidays which include sport, music and art

Future

The current funding from the Big Lottery Fund ceases in September 2008 and Reading Borough Council is not in a position to fund extended activities. There is therefore an urgent need to develop new funding streams to secure the employment of the two members of staff and to sustain/increase the level of activities which support the local community.

Through the IAG evening events, the centre has developed strong links with nextstep Berkshire and the Co-ordinator attended the Learning Adviser course in order to improve the service offered. The Centre can then further expand its activities by becoming part of the nextstep network of providers.

Case Study – Spaak Educare Learning Centre

Spaak is an education-based recruitment and consulting group that prides itself on providing quality staff to institutions and delivers programmes to community groups to support youngsters in education. The organization recruits local teachers and those who are trained overseas and runs induction programmes for teachers who are new to the UK.

The Spaak Educare Learning Centre is a community learning resource that offers a calm and quiet atmosphere for young people aged 5 to 19 years old for individual work and research. The centre is set up to work with schools and private individuals, providing the community with temporary educational services. The company has recently secured premises in Oxford Road, Reading.

Objectives

The main aim is to offer resources which enable students to improve academic attainment and is particularly tailored to those young people who are struggling with mainstream education, have missed schooling or are on reduced timetables. The centre is equipped with computer terminals and specialist educational software.

Each young person is offered personalized tuition for the core curriculum subjects. There are supervised homework sessions and revision programmes for 'gifted and talented' students, preparation for SATS and GCSEs with supporting ESOL, ICT and special educational needs packages using modern technology.

The Community

The Ethnic Minority Attainment Programme targets children from ethnic minority backgrounds, essentially African-Caribbean and Dual-Heritage origins.

Within the Spaak website www.spaakeducarecentre.co.uk it is stated that:

'It is no secret that African-Caribbean children are under-achieving a lot more than other community groups. In fact they are four times more likely to be excluded from school than their white counterparts.'

It cites the following reasons:

- Lack of social recognition and a feeling of belonging
- They perceive a lack of opportunities to progress and develop on a fair basis
- Lack of positive role models in the communities
- Lack of parental support
- Poor numeracy and literacy skills

It states the main objectives of the programme are to:

- Provide support for these pupils in English, science and mathematics
- Motivate pupils to become less disaffected
- Provide appealing and realistic rewards
- Improve self-esteem
- Better prepare these youngsters for the world of work

The programme is intended to complement normal school lessons, offered out of school hours including weekends and holiday periods. Lessons will be 'unconventional, engaging, interactive and fun for the pupils'. Examples given are a mathematics lesson on an athletics track, calculating speed, distance and time or writing rap lyrics in a lesson on poetry.

Collaboration

To date, most of the work has been with the Pupil Referral Unit in Reading; the strapline after the company name is 'supporting challenging young people'.

Through the nextstep IAG evening events, the directors have developed strong links with nextstep advisers and key contacts which have enabled them to move forward with their plans for the learning centre. One director has attended several courses, eg Myers Briggs Type Indicator, Naric and the Learning Adviser course, all of which have been 'really very helpful'.

They have worked with Social Enterprise Berkshire to establish their business, explore sources of funding and build their website. Nextstep has given them pointers and referrals to strategic organizations to explore funding and they have visited similar centres to research potential activities.

They have networked with organizations in minority ethnic communities to pick up on their needs and market their programmes of support. One director spoke recently on the Louise Chandler Show to showcase Spaak and the publisher of 'Urban News' has offered space for a feature.

Future

The new centre was officially opened by the Mayor of Reading on Saturday 15th March at a well attended event and it remained open to the public for viewing on both days of the weekend.

With their understanding of the Naric process, Spaak can help teachers with overseas qualifications to gain their certification of equivalence. They are building a database of supply teachers and hope to broaden the remit to work with more schools and neighbouring local authorities.

In time, they would like their new centre to provide information and advice on learning and education and the director described the Learning Adviser course as 'a revelation'; the ability to give advice is not something 'to take for granted'.

Extending the Reach – other outcomes

Black History Month – October 2007

The information leaflet and programme circulated by Reading Borough Council included two free workshops offered by nextstep Berkshire as a direct result of the collaboration. The workshop on 10th October offered advice on how to win contracts and topics on 17th October were funding followed by nextstep courses and services. The session on funding was offered as a response to requests at the evening event on 5th September, but had to be cancelled through poor take-up. However, nextstep offered individual advice for anyone who needed it.

Louise Chandler Show

As a direct result of linking with nextstep Berkshire, Louise Chandler invited an adviser to take part in a show on Radio Berkshire in January entitled 'New Year – New You'. In her email of 20th December, Louise described it as 'a good opportunity to talk about the courses available at nextstep as a way of starting a new way of life'. She also asked for them to identify some Afro-Caribbean people who had been supported by nextstep advisers to embark on a new endeavour or new career. Owing to work commitments on the part of the identified clients, an actual recording date has yet to be agreed.

However, networking at the evening events enabled a director from Spaak, Ni Joe Akem-Che, to be a guest on the Louise Chandler Show broadcast on 27th January 2008. The interview gave him an opportunity to explain in some detail their work and plans and he issued an invitation to listeners to come along to the opening of the new learning centre on 1st March 2008 (subsequently delayed till 15th March).

UK NARIC courses

From time to time, advisers from nextstep Berkshire offer courses on how people who have trained and qualified overseas can have their learning recognized in the UK by checking the equivalence of their qualifications. Several of those who attended the IAG evenings either booked to attend the next course or asked for further details.

Delivery of additional IAG sessions with BME individuals/groups

A qualified professional guidance adviser with a Black ethnic background has been recruited to provide information, advice and guidance in a range of settings and linking with several voluntary organizations which work with the African and Caribbean communities. She held meetings with community leaders and appointments were offered during February 2008.

NIAS

The National Institute for African Studies, based at Thames Valley University, is now advertising its courses on nextstep Berkshire's website, www.nextstepberkshire.org.uk

Thames Valley Police

The Community and Diversity Officer for Thames Valley Police attended all three events and found them 'a very worthwhile engagement'. They provided opportunities to network with people he already knew and speak with others he had not met before. At the November event, he and the Community Safety Inspector were able to engage in some discussions with community leaders about how they felt their communities should be policed.

The police officers explained the role of their Independent Advisory Group and asked for representatives from the African Caribbean community to join. Meetings are held throughout the year at which members of the group can hold senior police officers accountable for the policing of local communities. As a direct result of the events, eight people have agreed to join the Group and have been invited to subsequent meetings. Thames Valley Police are 'very pleased with the response'.

Nextstep work with African/Caribbean clients

The following is extracted from the breakdown by ethnicity of work carried out with clients from 1st August 2005 to 31st December 2007; ethnicity is part of the client data routinely collected and recorded for statistical purposes.

The nextstep contract year runs from 1st August to 31st July. In the table below, the first and second columns therefore show figures for 12 months and the last column covers 5 months:

	1.8.05 – 31.7.06	1.8.06- 31.7.07	1.8.07- 31.12.07
African	622	654	217
Any other Black background	143	93	52
Caribbean	253	245	139
Mixed – White and Black African	45	86	46
Mixed – White and Black Caribbean	42	92	50

The contract year 2006-7 shows an increase in all categories, other than 'any other Black background' on the previous year.

The following table shows the numbers during the five months 1st August to 31st December 2007 as a percentage of the previous year's activity:

	2006-7 12 months	2007 5 months	%
African	654	217	33
Any other Black background	93	52	56
Caribbean	245	139	57
Mixed – White and Black African	86	46	54
Mixed White and Black Caribbean	92	50	54

All categories, other than 'African', show an increase in activity in that more than half the totals in 2006-7 have been seen in the five months to end of December 2007. This could be interpreted as an indication of the impact of the evening events and collaborative working.