How [not] to Exclude.

How [*not***] to Exclude** *is a report on a series of workshops about identifying passive and active, even if unconscious, methods of exclusion and working instead toward* **developing open, diverse and inclusive communities** *– including individuals and families from minority ethnic backgrounds in your practice.*

…as the 18th century philosopher Edmund Burke said:

'The only thing necessary
for the triumph
[of evil]
is for good people to **do, nothing.'**

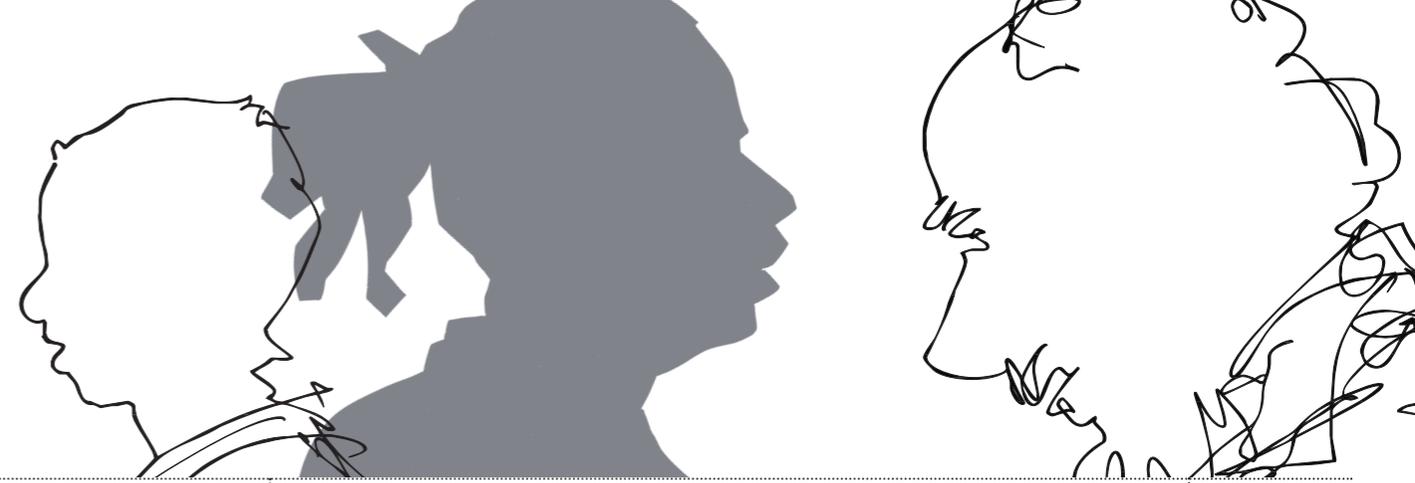**[***This***] project** was established to enable the wider community to build relationships with and to promote the integration of minority ethnic people in those communities. The project was a direct response to dialogue with and requests from community groups following racist attacks in their areas.

Community Groups may have publicly condemned the attacks but were often at a loss to know how to reach out to local families from minority ethnic backgrounds. The aim of this project was to increase the capacity of community groups and activists to include individuals and families from minority ethnic backgrounds in their work.

While work with black and minority ethnic groups has been a significant part of Community Change's work in the past, the need was being voiced for practical, inter-active and informative workshops around this topic.

Community Change developed the methodology and worked in partnership with **Multicultural Resource Centre[MCRC], South Tyrone Empowerment Project [STEP]** and **Ballymena Inter Ethnic Forum** to deliver the workshops. Eight workshops were delivered and reached a total of 146 community activists from: Antrim, Belfast, Craigavon, Lisburn, Newtownards, Carrickfergus, Larne and Omagh.

Workshops highlighted how community groups could be open and inclusive by:
1) increasing their awareness,
2) developing group skills and
3) identifying practical tools and resources to use when working with people from minority ethnic backgrounds.

The workshop methodology maximised learning opportunities for community groups by:
* Accessing the knowledge and expertise of contributors.
* Sharing experience with each other.
* Focussing on the issues in their own community.
* Developing action plans for inclusion of people with minority ethnic backgrounds in their activities and services.

A report *was compiled after each workshop and circulated to all participants and other interested groups. This final report aims to share the learning, ideas and action plans generated during the workshops to inform and enable others to also work towards the development of open, diverse and inclusive communities*
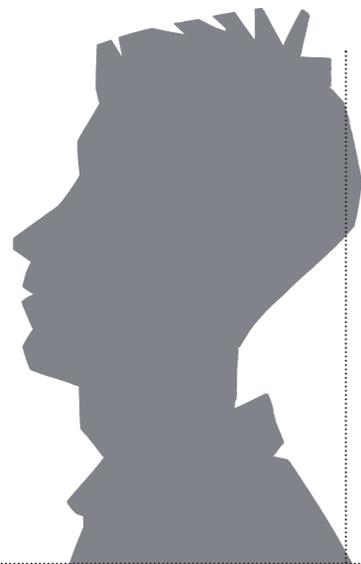
We [*all*] have an ethnicity, what varies is being in the [*majority or*] minority

SESSION PLAN:

Rational: The workshop was designed taking into account the need to develop practical tools for community groups to use in their work. It was divided in three parts:

a) focused on participant's own reflection and knowledge of the topic.

b) provided practical information and resources of how to include individuals and organizations from the Minority Ethnic Sector.

c) each participant elaborated and shared an Action Plan outlining how to include individuals and families from minority ethnic backgrounds.

Time: 3 hours

1. Introductions – Individual introductions; name, group and rate yourself 0-5 on how tuned in you think you are to Minority Ethnic issues.

2. In small groups participants shared experiences of working with excluded groups/individuals.

3. After sharing experiences, participants were challenged with a multiple choice quiz. Some of the quiz questions were [*answers at the bottom of this page*]:

a) Which is considered to be the largest minority ethnic group in Northern Ireland?

b) Which is the largest minority ethnic group in Britain?

c) True or False: More than 40% of nurses and 30% of doctors entering the NHS were trained outside the UK.

d) Migrants contribute i) 1.5 billion or ii) 2.5 billion more in taxes and National Insurance Contributions than they consume in benefits and public services.

Quiz answers:
a) Chinese/Polish; [not exact data]
b) probably the Irish;
c) True;
d) £2.5 billion

4. Mapping exercise – Participants were grouped in small groups from a geographical perspective. They all discussed and noted the groups they thought were excluded in their area [e.g. where are they, what nationality, what ethnicity, employment, etc.]

5. Obstacles and solutions – Small groups – Groups discussed what are the general obstacles for inclusion in their area and fed this back to the wider group.

Negative poll – Small groups – participants were asked to list things they would do if they wanted to *exclude* minority ethnic families/individuals from their group/work/community.
Participants were then asked to list 2-3 things they could do to actively try to include minority ethnic families/individuals to their group/work/community

6. Practical information and Resources
Some practical support available to groups was outlined:

- Language support –experiences of language barriers and impact, practical solutions - STEP
- Library and resources, member groups, translation services and advice on funding - MCRC
- A model of good practice – Ballymena Inter Ethnic Forum.

7. Actions – each participant elaborated and shared a personal action plan, to include individuals and families from minority ethnic backgrounds.

8. Evaluations and close – participants had the opportunity to rate themselves again "from 0-5 how tuned in you think you are to Minority Ethnic issues?" Personal evaluations were considerably higher at the end of the session.

Increased awareness + *developed skills and identified tools and resources* = practical factors *to include minority ethnics*

In small groups, *participants were asked to think of ways to exclude minority ethnic families and individuals. After completing the exclusion list, the same small groups identified the steps they would take to include minority ethnic families and individuals in their work or community group.*

Only English spoken [*quickly*] here

If I want to **exclude** *I will:*

Passive attitudes:
- Do nothing
- Cold shoulder/unfriendliness
- Don't challenge racism/racist comments/racist jokes
- Don't make any effort to communicate.

Active attitudes:
- Give dirty looks or stare
- Stereotype
- Refuse referrals from minority ethnic
- Intimidation: Make offensive gestures, verbal abuse
- Physically abuse
- Don't let your children play with theirs
- Isolate people, ignore them, pretend they don't exist.
- Passing on racist attitudes to children

Communication:
- Request that everyone must speak English at all times
- Don't inform people about services on offer – keep all information in English
- Don't make any provision for cultural difference or dietary needs
- Don't go out of your way to speak to anyone who's different
- Offering services to suit 'English speakers' only
- No translation or interpreter services
- Hold meetings in hostile environment
- Talk quickly in your own language, use jargon

Work/ qualifications/local knowledge:
- Ridiculous qualification requests.
- Don't accept qualifications from other nationalities
- Have 'locals only' meetings
- Start a whispering campaign e.g. "they are taking our jobs" or "they have AIDS"
- Don't employ or involve minority ethnic people in your work
- Request that all enquiries have to be made by fluent English speakers
- Don't speak to people from minority ethnic backgrounds
- Put in recruitment ads "not suitable for minority ethnic"
- Don't socialize with them
- Not allow people to open a bank account
- Don't advertise Services where people from minority ethnic live
- Signs such as "No minority ethnic community welcome" or "Minority ethnic people do not attend" [used to be "no Irish need apply"]

Community group activity/meetings:
- Don't attend their events and encourage others not to attend
- Don't show any interest in their culture
- Make sweeping assumptions and generalisations about all minority ethnic communities
- Hold meetings in unacceptable places/at inappropriate times.
- Don't actively invite people
- Complex membership forms
- Use only white images in your information and resources

Personal:
- Deliberately make people feel uncomfortable, unwelcome
- Don't listen to their views or try to understand
- Don't ask for their opinions
- Parking over their driveways
- Damage to property, throw eggs, etc
- Bullied at school

Smile, make eye contact [speak] slower and clearly

If I want to **include** *I will:*

Communication/attitudes:
- Smiling, being friendly, making eye contact, speaking slowly and clearly
- Make individuals feel welcome
- Change our attitude. Challenge our own prejudice
- Know cultural sensitivities
- Do not rely on stereotypes. Challenge your own stereotypical barriers
- Show respect, ensure people feel respected and valued
- Be more open minded and proactive
- Encourage your children to learn about other cultures and to mix
- Being honest with people about what you don't understand, about your fears
- Face to face relationship

Community group activity/meetings:
- Promote equality through celebrating festivals and acknowledging different religions (also languages; have signs like 'Exit', 'Toilets' and 'Welcome' in languages used in the area).
- Provide English classes – try to break down language barriers
- Challenge racism in your own community
- Challenge intimidation
- Find out about interpreter services and other services for minority ethnics
- Enquire about their specific needs e.g. dietary needs (food culture), interpreters, child care
- Run multi cultural events
- Promote, invite and advertise activities – leaflets, posters, personal invites using different languages, put in libraries and workplaces etc
- Be adventurous and different and pro active to target minority ethnics
- Leave your own comfort zone at meetings and go and speak to people you don't know
- Implement Equal Opportunity policies and procedures
- Inclusion of all – meet reps from as many groups as possible to promote services to suit every group – make your services and activities suitable for all
- Make an effort to find out who and where they are
- Find out what the groups are doing and what support they may need
- Make contact with minority ethnic networks, no point in re-inventing the wheel, use their expertise

Don't do nothing!

[action]
plan to include

Participants identified actions they would take to create a more inclusive environment within their organisations as a result of their learning day today. These included:

At an individual level:
- We need to communicate better with our minority ethnic neighbours
- Be creative in finding ways to contact those who work long hours
- Learn basic words in different languages, especially welcoming words.
- Personal learning about other cultures and faiths. Use contacts from today's workshop
- Get involved in more seminars to gain more information regarding issues affecting minority ethnic groups or individuals
- More research on local needs of minority ethnic groups – identify who lives in the area and what exactly they need
- Be proactive, don't expect people will come because they saw a poster
- Be more friendly, helpful and smile at people
- Approach minority ethnic families to welcome them to the community
- Have an open mind
- Get some support from groups such as MCRC
- Personal awareness. Shift stereotypes learned today
- Share/teach what I learned today
- Translate key phrases
- Going for lunch with people from minority ethnic people
- Learn other languages
- Identify and personally invite individuals from minority ethnic groups to join our club and take part in activities, outings etc. Introduce them to the rest of the group
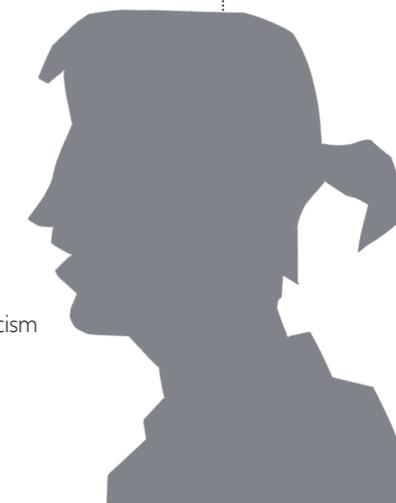
...at Organisational level:
- Invitations to local minority ethnic groups and individuals to visit community centre
- Invite minority ethnic groups to organise events
- Invite minority ethnic groups/people to volunteer in our community group/organization
- Provide information to schools. Raise awareness
- Provide training in English as a second language
- Take back what I have learnt to my group/staff/community group – Cascade information.
- Raise awareness in our group/organization
- Produce information (newssheet, flyer, posters, press release) in different languages
- Develop support group and advice for minority ethnic groups/individuals

- Connecting older people with other isolated people, such as people from minority ethnic
- Research issues about rights and entitlements of minority ethnic
- Bring and share information about STEP and MCRC
- Get involved in inter-agency meetings to address the issues faced by the minority ethnic population
- Provide services or signpost services for minority ethnic families
- Encourage current volunteers/volunteer placements to become more accommodating and more involved with minority ethnic people
- Let minority ethnic groups have a voice in the whole processes of the organisation of a multicultural festival (planning, organising and evaluation)
- Improve organisations efforts to communicate
- Advertise the services we offer in more languages – specifically targeted
- Explore idea of multi-lingual Northern Ireland. Notice board, website for migrant workers
- Plan to include. Discuss and action plan with committee
- Getting to know other groups today – build on this and reach out to others and avoid overlapping
- Provide anti-discrimination and anti-racist training for staff
- Advertise your events in relevant places, such as the local library (a place often well used by people from minority ethnic background.
- List agencies to help with translation and interpretation to help both staff and clients to communicate and understand
- Hope to get start up language classes/ groups to assist foreign nationals with communication/literacy
- Join the Multicultural Resource Centre [MCRC] mailing list

...at community level:
- Encourage/lobby local council to produce a similar Welcome Pack, as Ballymena Community Forum
- Community group needs to get in touch with minority ethnic families, trying to explain that the graffiti and verbal abuse is not a reflection of the community's opinion as a whole
- Approach minority ethnic families and welcome them to the community
- Remove flags, emblems and graffiti
- Talk to parents and kids about respect for minority ethnic families
- Report to PSNI or community group about any kind of abuse or graffiti
- Work with schools and underline that the community is against racism

Feed[back]

Bannside Community Group, already work closely with Minority Ethnic Groups. Since the workshop they had further developed that work to include Portuguese interpreters at a Health Fayre in April and have also had their literature translated into Polish. This is as a direct result of attending the Community Change workshop.

Partners [in the project]

Multicultural Resource Centre (MCRC)
Established in 1992, MCRC was the first ethnic specific organisation in Northern Ireland and pre-dated the Race Relations (NI) Order 1997 by five years. It was set up in recognition of the growing diversity in Northern Irish society. The organisation prioritises the need to combat racist attitudes that exist within the community.

The Multi-Cultural Resource Centre (NI), 9 Lower Crescent, Belfast, BT7 1NR.
Tel: 028 90244639   Website: www.mcrc-ni.org

South Tyrone Empowerment Programme (S.T.E.P.)
S.T.E.P. is a Community Development and Training Organisation based in Dungannon Co Tyrone. S.T.E.P established the Migrant Workers' Support Project in 2001 to provide advice and guidance for Migrant Workers coming to the area. Services within this project include: Migrant Support Centres (Dungannon and Portadown), ESOL training (Tutor led English classes for speakers of other languages), Employment Rights Clinics (Dungannon, Portadown, Cookstown, Magherafelt and Belfast), Migrant Worker Support Network (MWSN), Immigration Advice, Interpreter Services.

STEP, Dungannon Enterprise Centre, 2 Coalisland Road. Dungannon, BT71 6JT
Tel: 028 87729002   Website: www.stepni.org

Ballymena Inter Ethnic Forum
The Ethnic Minorities Project was established in 2002 by Ballymena Community Forum as the first leading organisation to work with minority ethnics in Ballymena and has been developed in conjunction with Ballymena Borough Council. It seeks to address the needs of minority ethnic communities as integral members of the community.
The Project also co-ordinates a regional Interpreting and Translation service, BITS - Ballymena Interpreting and Translation Service with over 80 interpreters in over 24 languages.

Ethnic Minorities Project, Glendun Drive, Ballymena BT43 6SR
Tel: 028 25648822   Fax: 028 25651035   Email: echanhu@ballymenacommunityforum.org

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Larne Community Development Project
As a voluntary organisation supporting Community Development throughout the Larne Borough we felt we should take the lead in running a minority ethnic workshop in the area of the wide variety of community/voluntary organisations we work with. We were not aware of this particular topic having been covered in our area, so we were delighted to work with Community Change to provide the workshop.
    Representatives attended the workshop from 22 various statutory and voluntary organisations throughout the Larne Borough and all agreed that it had been very beneficial, informative and of practical value in their day to day work.
    Community Change facilitated the workshop excellently and all agreed the workshop was a success and had been very interesting and informative
Follow up actions: After talking to some of the groups, changes have still not been carried out. However some of the Community Groups working in the local estates have made a point of identifying if they have any minority ethnic living in the area and including them in their community activities.

Ards Development Bureau and Community Network (ADBCN)
As a Network we would welcome the opportunity to further develop our work concerning minority ethnic work and progress to the next stage of implementing ideas and activities that would promote integration of the minority ethnic groupings into the Network activities, events, training, capacity building programme, weak infrastructure programme and workshops that we organise and facilitate in association with the local community through the Network.
Follow up actions: After the workshop, a number of actions have been put into practice as follows: Contact information circulated; further research on minority ethnic groupings undertaken by some groups in their own area; learned key welcome words and displayed welcome posters in different languages.

Community Network Craigavon
The feedback received from people attending this workshop was extremely positive. It was important for CNC to host this event as Portadown and the surrounding areas have seen an increase in the numbers of migrant workers settling here and it has increasingly become a priority of local community and voluntary groups as well as local businesses to make their services more user friendly to all members of the changing community.

Participating Organisations

ARDS workshop
in partnership with
Ards Development Bureau and Community Network:
Portaferry Women's Group
Comber Laity Group
Comber Community Development Assoc
Home Start, Ards, Comber & Peninsula Area
Little Doves Ltd
Bryson House Voluntary Unit
AMH New Horizons
NICMA
Enterprise Ulster
RNIB
Movilla Presbyterian Church
Stream Presbyterian Church
Comber Christian Centre
Bees Nees Early Years Centre
Life Start Mid-Ards
Ards Borough Council
NDCA
BYC
North Down Ards Institute
The Link Family and Community Centre
Bowtown Community Association
North Down Fire and Rescue Service
Bowtown Community Development Group
Ulster Community and Hospital Trust
North Down and Ards Domestic
Violence Forum
Scrabo Residents Association
Ards Art Collective

ANTRIM workshop
Family Caring Centre
Homestart – Antrim
T.P.S
I.E.P
Antrim Borough Council
Springfarm Community Association

BELFAST workshop
in partnership with **Falls Women's Centre**

CRAIGAVON workshop
in partnership with
Community Network Craigavon:
Citizens Advice Bureau
Bannside Community Group
USEL
Edward Street Hostel Key 2
Four Ends
Rethink
OFMDFM

CARRICKFERGUS workshop
in partnership with
Carrickfergus Community Forum:
Converge
Housing Association
Northern Ireland Housing Executive
Community Safety Partnership
Strengthening Carrickfergus
Carrickfergus Borough Council
N.I. Co-op
CWF
Groundwork N.I
Citizen's Advice Bureau
Carrickfergus LSP
Children and Young People's Group
Kilcreggan Homes
C.N.D.G
North East Education and Library Board

OMAGH workshop
in partnership with **FOCUS:**
Community Interpreter
Omagh West
Omagh Ethnic Minority Group
Omagh Volunteer Bureau
Focus
Omagh West Community Association

LARNE workshop
in partnership with
Larne Community Development Project:
Antiville Community Group

Larne Community Development Project
Larne Borough Council
Simon Community
Citizen's Advice Bureau
Police Service of Northern Ireland
Victim Support
Simon Community
Rural Estates Programme
Women's Aid
Linn Road Women's Group
LMI
East Antrim Institute of Further and Higher
Education
Larne Men's Group
Larne Women's Network
Fourcastles
Larne Young Peoples Support Group

LISBURN workshop
in partnership with
Lisburn Community Network:
FACT Lisburn
Drumlough Cultural Society
Exposure, Edinburgh
Down and Lisburn Trust
Lisburn Community Network
Lisburn Volunteer Centre
Shopmobility – Lisburn
SEELB Library Service
Trinity Community Initiatives
Ascert
Simon Community

You're in the supermarket [_queue_**] beside someone of a different nationality. Do you** –

a) **Give a [**_dirty_**] look – or stare**
b) **Smile, make eye contact, speak [**_clearly_**]**
c) **Do nothing**