

# TRE C

THE RACE EQUALITY CENTRE



ANNUAL REVIEW  
2018/19

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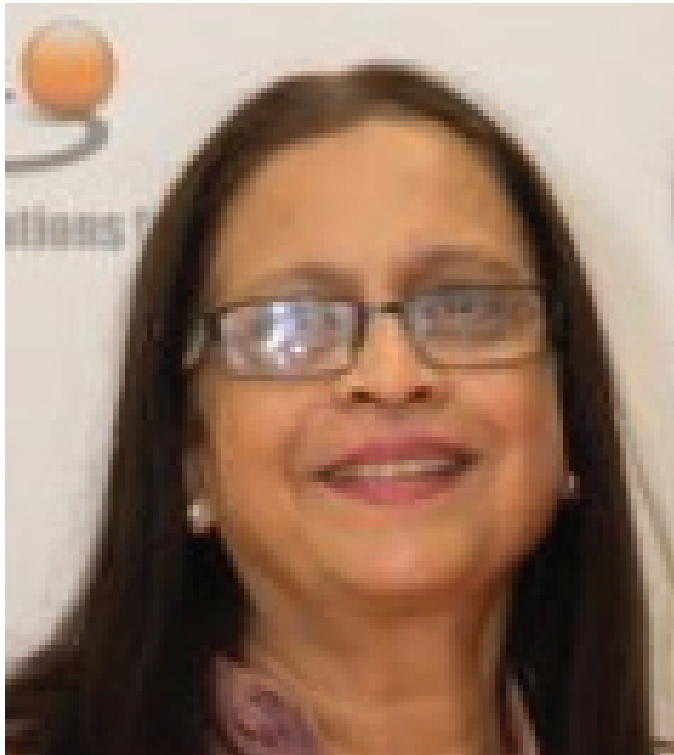
# FUNDERS

Leicester City Council

Big Lottery

Clothworkers

# Tahera Khan



This review acknowledges with gratitude Tahera Khan, our Senior Race Equality Officer from 9th June 2003 until 31st March 2019. She has contributed to the pages of TREC's annual reviews for 16 years less two months. She supported countless colleagues in her team and across the organisation, supervised numerous university students, mentored several school pupils whilst carrying a continuous caseload, contributing to the further progression of TREC's development and remaining at the strategic table to ensure 'race' equality and the requirements of 'new arrivals' remained on the agenda. A big THANK-YOU goes to Tahera. Her huge contribution to TREC is recognised by all.

Long may our relationship continue albeit in a different form.

# Maya Angelou Excerpt from A Brave and Startling Truth

We, this people, on this small and drifting planet  
Whose hands can strike with such abandon  
That in a twinkling, life is sapped from the living  
Yet those same hands can touch with such healing, irresistible tenderness  
That the haughty neck is happy to bow  
And the proud back is glad to bend  
Out of such chaos, of such contradiction  
We learn that we are neither devils nor divines

When we come to it  
We, this people, on this wayward, floating body  
Created on this earth, of this earth  
Have the power to fashion for this earth  
A climate where every man and every woman  
Can live freely without sanctimonious piety  
Without crippling fear

When we come to it  
We must confess that we are the possible

# Forward Championing Racial Justice

The organisation has spent the last year ensuring its services to our clients and stakeholders remain fit for purpose. This is evidenced by individual clients thus - Data from 2018/19 integration support satisfaction feedback forms have been recently analysed. 441 returns from 30 countries covering 943 areas of support from TREC. (NB: most clients present with multiple matters).

83% male, 17% female. 375 responded to the question; Would you use our services again? – all saying yes. 99% stated they would recommend TREC to others which links with a previous response - 56% heard about the service from a friend with 39% having used the services before. The previous responses were probably the result of ease of contact with 98%, being kept up to date with their case 79% very well, 21% fairly well. 82% had a satisfactory outcome to their query whilst for 16% this was still in progress.

Time has also been spent developing new areas. Fruitful discussions led to commencing work with young people; our collaborative approach has assisted the development of closer working relationships with the two city universities and, our fee-paying services have begun to see increased activity with individuals requiring EU settled status urgently resulting from the current political climate, helped by us becoming an approved EU resettlement centre.

We continue to work through appropriate funding applications singularly and in partnership with other organisations to assist with the development and delivery of services which has also seen some positive returns.

Our services have been further extended to include assisting individuals to navigate the health and wellbeing maze well before point of crisis and, delivering exercises aimed at addressing loneliness and isolation.

TREC's involvement in addressing organisations equality profile has meant the delivery of training programmes locally and nationally together with facilitating discussions aimed at challenging race discrimination and championing racial justice. The following pages gives a flavour of the work delivered by 7.84 FTE staff members and 15 volunteers.



## Summary of the Work Programme Delivered throughout 2018-2019

## ■ Sharing & Learning Experiences

- Co-Chair Refugee and Asylum Seekers Multi Agency Forum (MAF).
- Membership of and contribution to Journey to Justice working group
- Membership of and contribution to Social Welfare Advice Forum.
- Membership of and contribution to East Midlands Strategic Migration Partnership.
- Radio interviews on Windrush x2.
- Attendance, contribution and equality training to Leicestershire Equality Challenge Group and its accompanying Tasks Groups.
- Chair Leicestershire Police Coercive Powers Scrutiny Group
- Chair Leicestershire Fire & Police Race Independent Advisory Group

## ■ External Delivery Through Training & Presentations

Race Equality Training Programmes Delivered	6
Papers On Championing Race Equality Delivered	5
Surgery – Windrush	2

## ■ Casework

Number of clients to presenting to TREC – 3032

Area of Activity	Numbers
Housing Issues Accommodation Gained	103 41
Employability Support Employment Gained	502 23
ESOL Support	50
Mental Health and Wellbeing	23
Training	44
Race Discrimination Casework	74
Immigration Support	222
Case Tiers	
1	98
2	1192
3	384
Number of Matters Addressed	1674
Benefits Generated Overall Annual Total	£1,383,242.62
Telephone and website enquiries (not included in casework figures)	1917
Footfall	3394

TREC work delivered by 7.84 FTE staff members and 15 volunteers

Training opportunities for staff continuous professional development: 3

# Case Studies

## Tenancy Support



### Case Study: 1

A 67-year-old gentleman had been recently widowed and left with 5 children of varying ages the youngest one being 15. They were living in a privately rented property but had been given notice as the landlord required his property himself. Four of the children were over 17 (males) and the 15-year-old a female which really meant a 4 bedroomed property was required. This was recognised by the local authority but unfortunately there is an extreme shortage of larger properties. After numerous unsuccessful attempts to find a private landlord of a four bedroomed property who would take housing benefit payments one was found but not without added requirements. A large deposit was required and a rent guarantor. Without the client having supportive friends, the tenancy could not be agreed. The family moved into this tenancy at the very last minute before eviction.

During all the meetings with the client it was noted he had very ill health and appeared to have let finances slip since his wife had passed away. It was quite apparent that he had not been used to running the family's finances. So, with his agreement I did a maximisation of the family's income and also claimed attendance

allowance for him being so sick. This resulted in extra income of £57.30 each week and a back-payment of £630.30.

We then set about tackling his outstanding debt. However, upon investigation it was found that the utility company had been overcharging him and we requested a transfer back of his in-credit amount. His weekly fuel payments were then also reduced. After his next bill we are going to look at comparison web sites to hopefully reduce this even further. His outstanding water bill debt was cleared by me applying for a grant of £120.60 from Severn Trent charity fund.

To make life a lot easier for the client we applied for and were successful in obtaining a disabled parking badge. Although client has no transport of his own, he relies a lot on his friends to transport him to appointments especially. This will make access to places much easier for him as he really struggles with breathing/mobility issues.

When I now see this client and see the relief on his face and the manner of his conversation being so much more positive, I know that it's a case that has truly benefitted from this service.

## Employability



## Case Study: 2

Last year we were approached by a client called Tesfu (a pseudonym) who had been notified by his employers that they were terminating his contract as he had failed to supply them with criminal record checks.

The company concerned is a foreign owned logistics business based locally in Hinckley. Most employers only require criminal record checks if they are engaged in work with children or other vulnerable people or if there is a security aspect. However, this company is particularly assiduous and requires these checks to be provided within three months of an individual taking up employment with them.

In this case our client had attempted to obtain a UK criminal record check but had encountered difficulty with the demanding identification requirements. He had also been asked to provide a criminal record check for the period prior to his arrival in the UK. However, Tesfu is originally from Eritrea and having fled the country to escape the government's repressive policies he had no possibility of obtaining the required checks from that source.

When he came to us, we assisted him to overcome the difficulties which he had encountered with the Disclosure & Barring Service (DBS) in order to apply for his UK criminal record check. While we were waiting for this information to be forwarded to Tesfu, we submitted a written appeal against the company's decision to terminate his contract. We gave a full explanation of the reasons for his earlier inability to obtain the UK check and what action we had taken to remedy it. In addition, we outlined the reasons why it was not possible to provide them with a check for the period prior to his arrival in the UK. We emphasised his status as a refugee and the recognition by this country of the nature of the Eritrean government. We also pointed out that UK Government agencies such as the Security Industries Authority waive the requirement for criminal record checks from refugees from Eritrea for this reason.

In light of the information which we supplied to them the company agreed to review their decision and after receipt of a clean criminal record check from the DBS they decided to reinstate Tesfu.

In the aftermath of this case we were approached by four other employees of the company at the beginning of this year who had encountered similar problems.

Again, we were able to assist them to obtain a satisfactory criminal record check from the DBS. However, the company still required checks for the period prior to their arrival in the UK which they had no possibility of obtaining. In the circumstances we contacted the Human Resources department at the company to try and find a way of overcoming this issue for both these individuals and future employees from a refugee background.

They indicated that they would be prepared to accept a letter from TREC explaining the individual circumstances of each client and the reasons why they were unable to provide the requisite check from the authorities in their home country. In addition, we provided a supporting reference.

As a consequence, all four employees have been able to retain their jobs and we have an arrangement in place with the employer which should prevent any of our clients encountering similar difficulties with this company in future.

## ESOL into Employment





## Case Study: 3

TREC's English for Speakers of Other Languages (ESOL) provision is proving beneficial both to clients and volunteers.

Two young women on the University of Derby's BA Education Studies with TESOL (Teaching English to Speakers of Other Languages) course approached TREC asking for a placement. Such a placement was a requirement of their course.

The flexible nature of TREC's ESOL provision meant that the women were able to observe ESOL classes being delivered by an experienced practitioner, as well as plan and deliver their own modules.

This meant we were able to divide the class according to language competence, thus achieving an improved tutor/learner ratio as well as ensuring that delivery was better focussed.

The women valued the opportunity to prepare and teach session with adults, as they had not previously done this. The learners appreciated the chance to experience different teaching styles and accents. The women's course tutor conducted observations of their sessions.

After obtaining their degrees the women were successful in securing teaching posts in Dubai. The placement proved to be very beneficial for all those involved, and the course tutor is more than happy to maintain the relationship between the University and TREC.

The benefits of this provision are best described by the participants themselves (learners and volunteers). Grammar, punctuation, capitalisation and spelling mistakes are as per the originals!

### Learner 1:

I came to English classes to improve my English language. Because my English was not good. When I came to this class my language was good to speak with my teacher and my friends. When I asked work, the agency gave an English test and I got good result and started my job at salad work. I am so happy of this class. I hope to improve my English much better.

### Learner 2:

I came to TREC to learn English. It helped me and now I am in an ESOL and academic class at leicester University.

### Learner 3:

My English classes are going very well. These classes are being helpful to communicate with people inside and outside of the classes. It's helping me to speak English Without being shy or afraid and to be confident about my English. Also it helps me to spell the Words correctly.

### Volunteer 1:

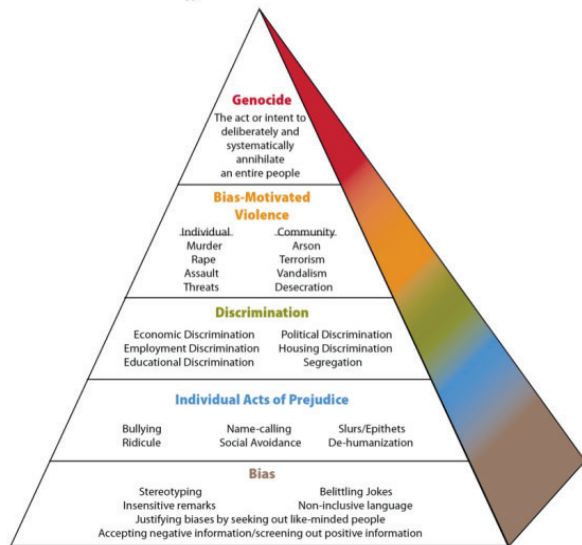
As a third-year student studying at the University of Derby with a specialist route into Teaching English to Speakers of Other Languages (TESOL), I had to find a placement to fulfil the requirements of my degree. TREC was willing to help, and I was grateful. At first, it was challenging because I hadn't taught adults before but after some excellent guidance from my TREC supervisor, I was able to get accustomed to the students and the atmosphere very quickly. I planned and taught full 2-hour lessons every day and was part of a remarkable team at TREC. Due to this, I was able to find a great job in Dubai teaching English, and TREC supported me well during my transition. It was a pleasure working there, and I hope I have a chance to come back and be a volunteer again. I recommend TREC to anyone wishing to pursue an English teaching profession or someone who wants to be of service. It truly was a great place to work.

### Volunteer 2:

I started to volunteer at TREC – ESOL program from January 2019 as part of the Lawyers Without Borders pro-bono team from the University of Leicester. Teaching has always given me personal satisfaction in helping someone learn something new as well as, it is a great pleasure sharing knowledge with someone with the intention that they will benefit from it. Also, it is a way of giving back to the community that I am part of. TREC has allowed me to continue with my passion for teaching as I used to teach English in another country.

The staff at TREC are pleasantly wonderful and ready to help at any time if anything is needed. Volunteering at TREC not only helps me to keep my teaching skills up to date but also allows me to contribute towards the success of individuals who come to learn English as a language.

# Race Discrimination Casework



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## Case Study: 4

Support for volunteers to progress:

Abena contacted TREC via our website requesting an opportunity to volunteer with us

"I am writing to enquire as to whether you have any volunteering vacancies within The Race Equality Centre where I might be able to help out and provide practical legal support or administrative support.

I am a recent law graduate who is looking for an opportunity to give back to people in Leicester but also an opportunity where I can learn in an environment that focuses on helping individuals."

We receive many requests to volunteer with TREC, but we only take on candidates who we believe will mutually benefit the organisation and the individual.

Abena met with the CEO and Discrimination Caseworker who agreed she would fit in well.

Abena assisted our Discrimination Caseworker with interviews, demonstrated strong legal research skills, data management as well as providing discrimination advice. Abena finished with TREC following 8 months of volunteering having successfully secured a training contract with a local authority.

# Immigration Casework



## Case Study: 5

Mr. W was referred to our office by his Local MP's Office as he required assistance making an application under the Windrush Scheme.

Mr. W arrived in the UK from Jamaica in the 1950's on a British Passport. His passport had been renewed several times in the past and all his children were British Citizens.

Mr. W attended our office for assistance with obtaining confirmation of British Citizenship and informed us that when he applied to renew his British Passport 14 years ago, they had retained his document informing him that they were doing so due to a change in the law.

We assisted him with completion of the Windrush Application form and submitted the application on his behalf. We contacted the Home Office on several occasions to check the progress of his naturalisation application.

We received a phone call from the Home Office informing us his application had been successful and that his Certificate of Naturalisation was in the post.



This programme commenced in December 2018. From that date to March 2019 we received 23 requests for assistance with individuals aged between 17 and 49. 43% attended with issues directed connected with mental ill health.

## Case Study 7

NH came to the UK in 2013 from Iran. Originally, NH worked as a senior manager in the oil industry in Iran. During the year 2011-2013 he suffered from persecution both mental and physical while he was in Iran.

He is now on medication for mental ill health and is in contact with his GP on a regular basis. NH was also admitted to the Bradgate Unit in Leicester for treatment during last year by the crisis team. NH has been getting support from TREC with the application for PIP and housing. He has also made an application for indefinite leave to remain in the UK.

With the support from TREC's Health & Wellbeing Officer NH is slowly increasing his confidence to attend appointments which he has previously been struggling to do due to his mental ill health.

TREC's officers are supporting NH with the progress of PIP through an appeal with the welfare rights officer and his housing application. NH is now attending the GP appointments on a regular basis and, making regular contact with his friends which he was previously finding difficult.



# Financial Activities

## Statement of Financial Activities (including summary income and expenditure account) for the year ended 31 March

	Notes	Unrestricted Funds £	Restricted Funds £	2019 Total Funds £	2018 Total Funds £
Income & Endowments From:					
Donations & Legacies		183		183	770
Charitable Activities		109,065	135,411	244,476	259,577
Other Trading Activities		1870		1870	4,639
Investments		1		1	3
<b>Total Income</b>	<b>2</b>	<b>111,119</b>	<b>135,411</b>	<b>246,530</b>	<b>264,989</b>
Expenditure On: Charitable Activities	3	119,966	128,910	248,876	249,727
<b>Total Expenditure</b>		<b>119,966</b>	<b>128,910</b>	<b>248,876</b>	<b>249,727</b>
<b>Net Expenditure</b>		<b>(8,847)</b>	<b>(6,501)</b>	<b>(2,346)</b>	<b>(15,262)</b>
Transfers Between Funds	13				
<b>Net Movement In Funds</b>		<b>(8,847)</b>	<b>(6,501)</b>	<b>(2,346)</b>	<b>(15,262)</b>
Reconciliation Of Funds:					
Total Funds Brought Forward		47,851	7,675	55,526	40,264
<b>Total Funds Carried Forward</b>		<b>39,004</b>	<b>14,176</b>	<b>53,180</b>	<b>55,526</b>

## Company Number 03140691 Balance Sheet at 31 March 2019

	Notes	Unrestricted Funds £	Restricted Funds £	2019 Total Funds £	2018 Total Funds £
Fixed Assets					
Tangible Assets	9	1,193	14,176	1,675	15,369
Current Assets					
Debtors	10	4,884		4,884	11,435
Cash at Bank & in Hand		47,457	61,963	109,420	80,483
		52,341	61,963	114,304	91,918
Liabilities					
Creditors: Amounts Falling Due Within One Year	11	(14,530)	(61,963)	(79,493)	(38,067)
<b>Net Current Assets</b>		<b>37,811</b>		<b>37,811</b>	<b>53,851</b>
<b>Total Net Assets</b>		<b>39,004</b>	<b>14,176</b>	<b>53,180</b>	<b>55,526</b>
The Funds Of The Charity:					
Unrestricted Funds				39,004	47,851
Restricted Funds				14,176	7675
<b>Total Charity Funds:</b>				<b>53,180</b>	<b>55,526</b>

# Affiliated Organisations/Individuals & Partners

AAA Strike 4 Success Limited

Afro Innovation Group

After 18

Age Concern

Antigua & Barbuda Association

Association for Bengali Communities

Association of Afghan United in Britain

Bangladesh Youth & Cultural Shomiti

Brit Bangla Progressive Society

City Rooms

CivicLeicester

Confederation of Indian Organisations

East West Community Project

Emery Johnson Astills

Employees United Union

Federation of Iraqi Refugees

Federation of Sikh Organisations

Fosse Health Trust

General Federation of Trade Unions

Global Hands

Highfields Community Association

Hindu Religious & Cultural Society

Indian Womens Association

Indian Workers Association

Leicester Barbados Association

Leicester Black History Consortium

Leicester Brahma Samaj

Leicestershire & District Trades Council

Leicestershire Centre for Integrated Living

Leicestershire Police

Leicestershire Partnership NHS Trust

Leicestershire & Rutland County FA

Moat Community College

National Association of Youth Justice

Nirankari Advice Centre

NUT, Black Teachers Network

Octavian Continental Limited

One Building Solution Ltd

Opal Arts

Polish Mums and Children's Centre

Pride without Borders

Pakistani Youth & Community Association

Ramgaria Board

Regent College

Rezonarts

Rik Basra Leukaemia Campaign

Riverside Housing

Savera Resource Centre

Shama Women's Centre

Shree Sanatan Mandir

Soft Touch Arts

Sported

South Asian Health Action Charity

St Albans Community Centre

# Affiliated Organisations/Individuals & Partners

Leicester Caribbean Carnival

Leicester Caribbean Cricket Club

Leicester City of Sanctuary

Leicester Civil Rights Movement

Leicester Ethnic Elderly Advocacy Project

Leicester Irish Forum

Leicester Red-Thread Ltd

Leicestershire Asian Business Association

West Indian Senior Citizens Project

Westley Hall Community Centre

Youth Offending Team

St Matthew's Tenants Association

Telehealth Africa

Telehealth Aspire

Trade Sexual Health

Transport & General Workers Union

Union of Communication Workers

Unison Leicester

Voluntary Action Leicestershire

## Affiliated Individuals

Ajay Aggarwal

Faizan Arzbegi

Rohini Corfield

Dr. Carlton Howson

Jennifer Finlayson

Sirdeep Singh Flora

Colin Green

Garry Guye

Abhilash Gupta

Arthur Dion Hanna

Julian Harrison

Kathryn Hart

Anu Jalota

Robert Lee

Mr B Manek

Rachel McGinty

Kulbir Minhas

Kirit Mistry

Ashok Mohindra

Israel Ndlovu

Suzanna Overton-Edwards

Mr D Patel

Professor Raghu-Raghavan

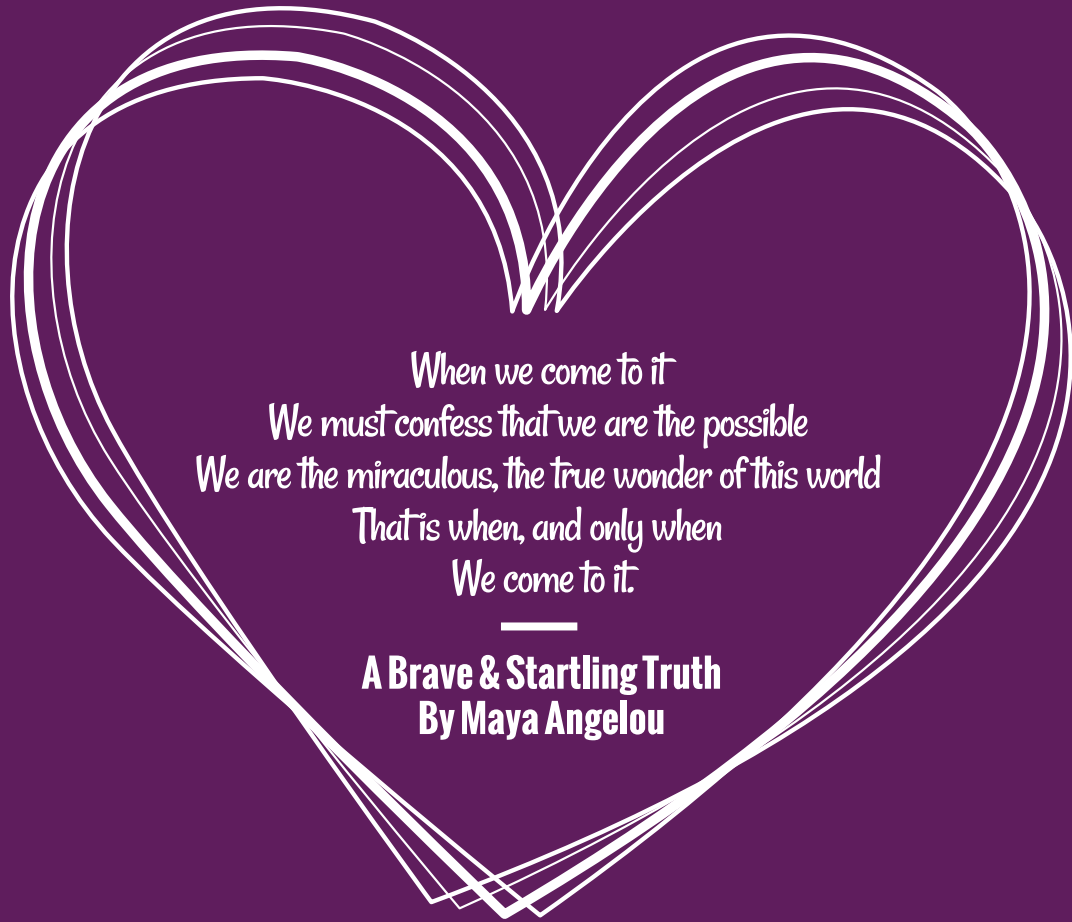
Professor Arthur Rowe

Professor Surinder Sharma

Harbans Thiaray

Ghartey Vardon

Mr D Wehner



*When we come to it  
We must confess that we are the possible  
We are the miraculous, the true wonder of this world  
That is when, and only when  
We come to it.*

**A Brave & Startling Truth  
By Maya Angelou**

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