

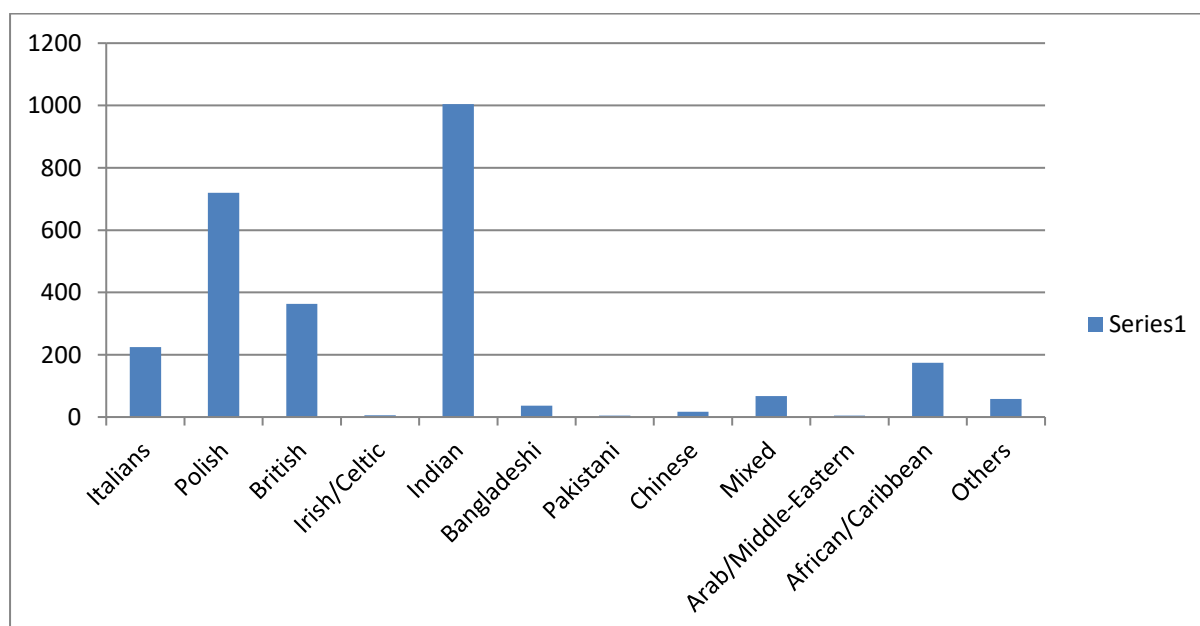
North Hertfordshire Minority Ethnic Forum

MoU report to the North Hertfordshire District Council

Number of people accessed our services during April – September 2016:

Users 2015/2016	Apr	May	June	July	Aug	Sept	Total
Italians	40	59	48	23	4	51	225
Polish	202	269	103	1	0	145	720
British	83	41	78	88	30	43	363
Irish/Celtic	2	4	0	0	0	0	6
Indian	170	191	157	152	175	159	1004
Bangladeshi	36	0	0	1	0	0	37
Pakistani	1	3	0	1	0	0	5
Chinese	2	0	0	2	3	10	17
Mixed	23	26	7	5	3	3	67
Arab/Middle-Eastern	0	2	1	1	1	0	5
African/Caribbean	16	25	38	31	36	28	174
Others	9	8	9	15	11	6	58
Total	584	628	441	320	263	445	2681

In Graph



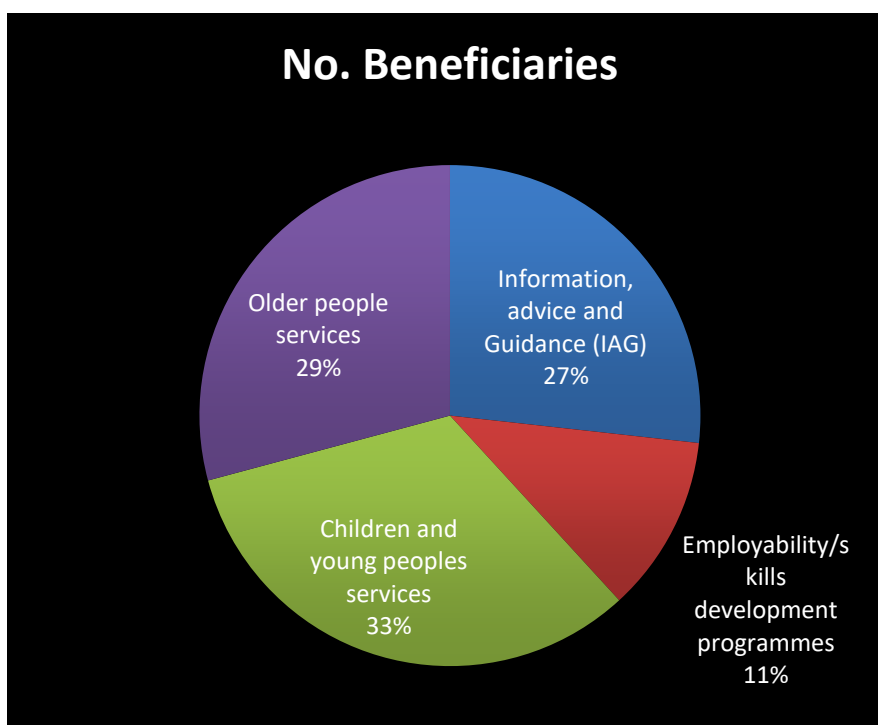
NHMEF Main Services at a Glance

Though we have provided a range of various services we remained focused to achieve the following outcomes:

1. Providing information, advice and guidance
2. Run employability and skills development courses
3. Educational support services and extra-curriculum activities for children and young people
4. Services for the elderly people to reduce their isolation and improve their well-being

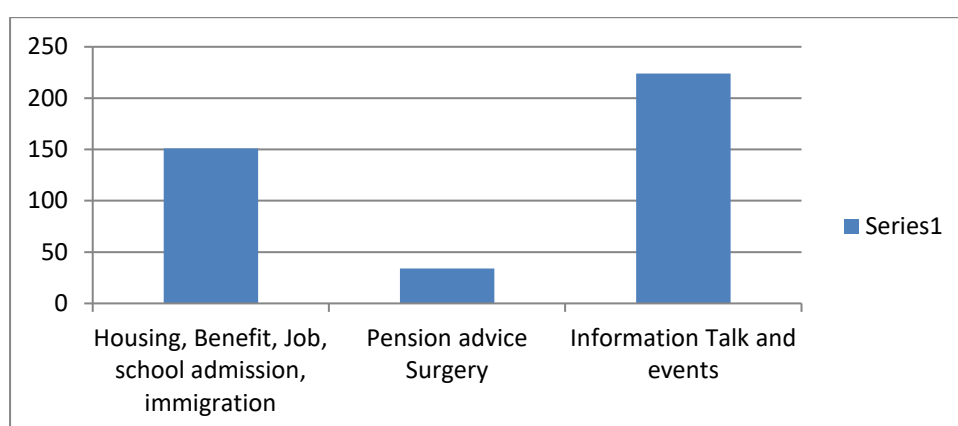
In the past six months we have helped:

Services	No. Beneficiaries
Information, advice and Guidance (IAG)	409
Employability/skills development programmes	175
Children and young people's services	499
Older people services	446
TOTAL	1529



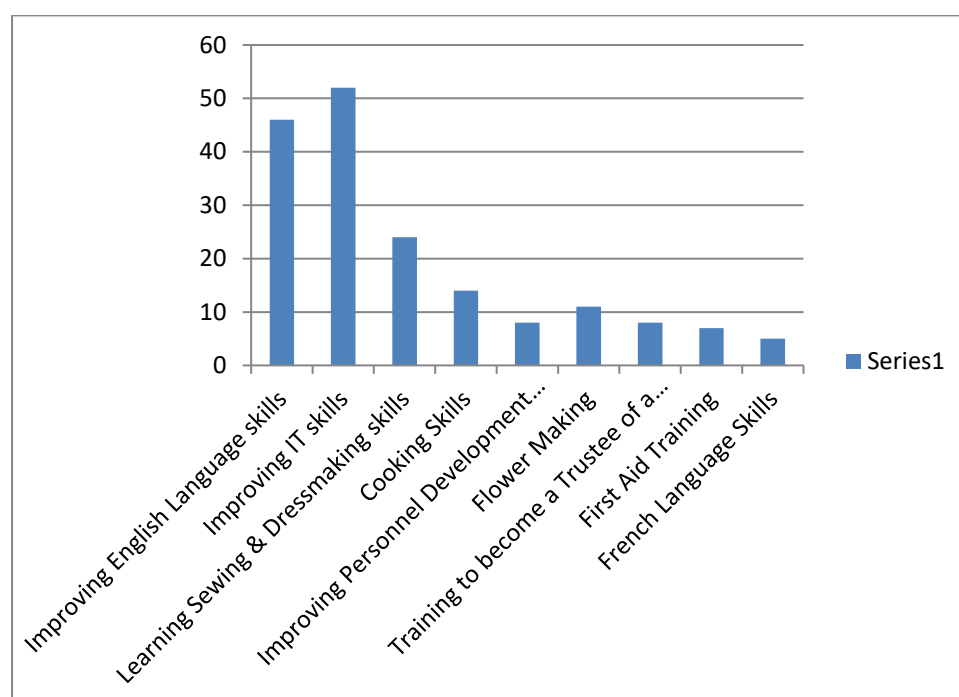
Service category:**Information , advice and guidance**

Area of help/support	Beneficiaries
Housing, Benefit, Job, school admission, immigration	151
Pension advice Surgery	34
Information Talk and events	224
TOTAL	409



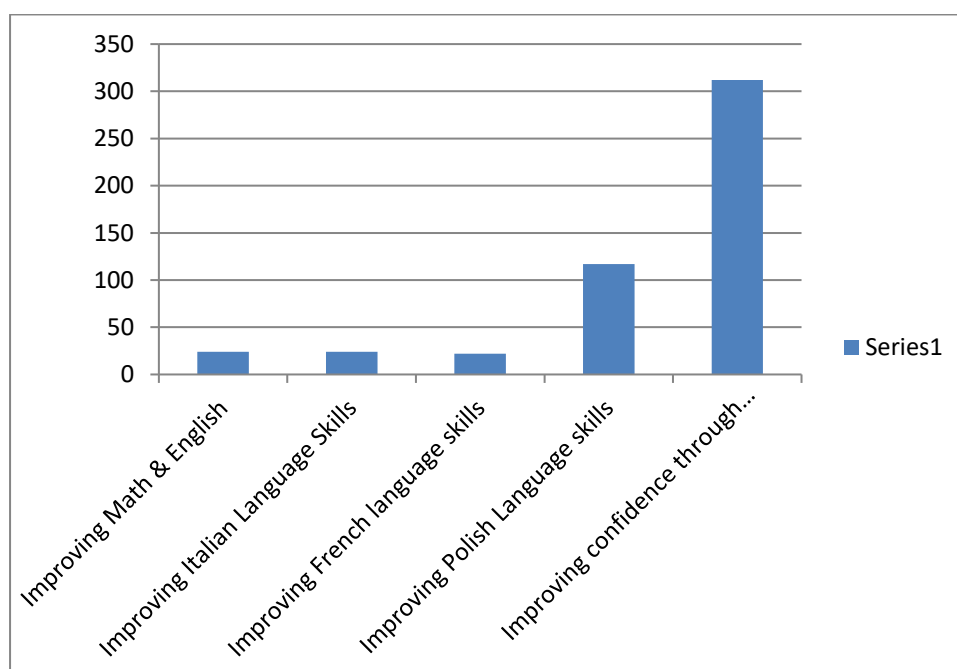
Employability/skills development programmes:

Area of help/support	Beneficiaries
Improving English Language skills	46
Improving IT skills	52
Learning Sewing & Dressmaking skills	24
Cooking Skills	14
Improving Personnel Development Skills	8
Flower Making	11
Training to become a Trustee of a Charity	8
First Aid Training	7
French Language Skills	5
TOTAL	175



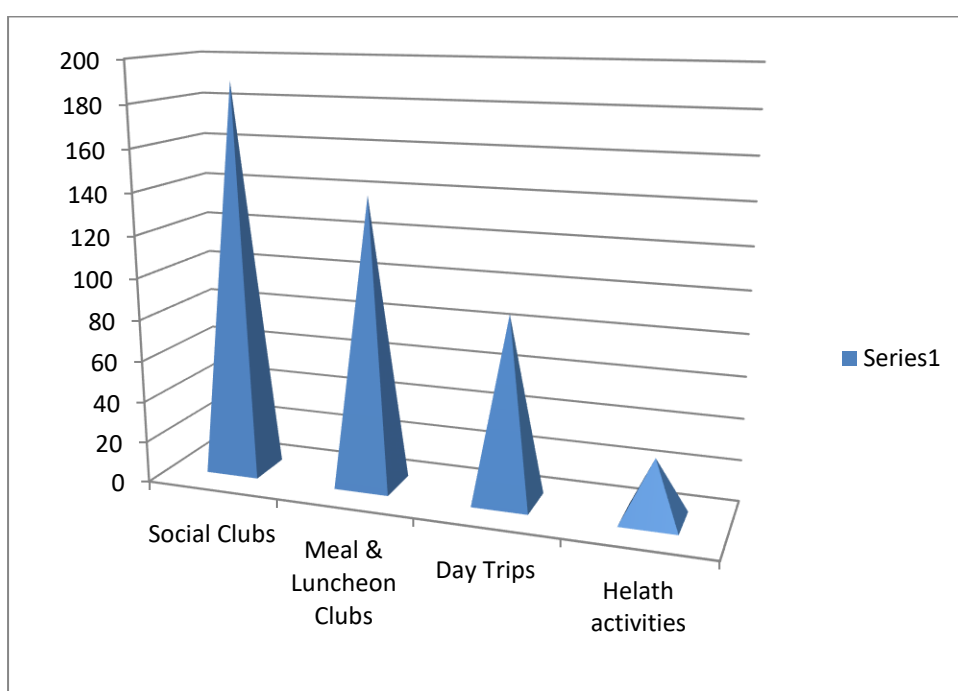
Children and young people's services:

Area of help/support	Beneficiaries
Improving Math & English	24
Improving Italian Language Skills	24
Improving French language skills	22
Improving Polish Language skills	117
Improving confidence through extra-curriculum activities	312
TOTAL	499



Older people services:

Area of help/support	Beneficiaries
Social Clubs	189
Meal & Luncheon Clubs	139
Day Trips	89
Health activities	29
	446



North Herts Minority Ethnic Forum

Level of Service from April-Sept.2016

Service Targeted	Achieved	Not Achieved	Reason(s)/Comments
<i>Developing community capacity /consult with users:</i>			
Organising Information Event, Talk and Open Day	√		<p>During the past 6 month period of April – September 2016, we had three Open Days to identify the learning needs of local BME communities and also consult with them about our future operations.</p> <p>In addition to this we have organised a special Open Day on the 4th August to discuss how to support the Syrian refugee families to be settled in North Hertfordshire. Over 72 people attended this event and came out with enormous amount of support to these families.</p>
Bi-Monthly Public Meeting	√		<p>During April – Sept. 2016 we had 3 consultations with local communities to receive feedback on our ongoing activities and also planning for future activities. As a result and in line with the demand from the communities, we have arranged new project and activities to be launched from October 2016. They are a Job course to help unemployed people in the district to return to work, a regular Maths & English tuition course for the GCSE pupils, a new basic IT, an advanced IT, Microsoft Word & EXCEL courses to name a few.</p> <p>People also requested for a Social Media course for the retired people and a digital photography course which will be arranged subject to securing funding.</p>
Promoting services to the local communities	√		We have been producing leaflets, posting our new events and activities on Facebook, What-Apps and on our websites.

APPENDIX 3

Develop community consultation group	√		We in partnership with various agencies have carried out various consultation events in the last six months e.g. North Hertfordshire Homes, VIEWPOINT Mental Health Services, Hertfordshire Constabulary, Hertfordshire Fire & rescue Services, NHS Ambulance Services and QUANTUM Care.
<i>Service provided to meet strategic priorities:</i>			
Corporate equalities meeting	√		Forum's Management Committee consists of member from different communities and we have monthly meeting on the first Monday of each month.
Set up Women's Group	√		We had 5 user led women's group. They are: Mothers & Toddlers Learning Support Group, Punjabi Older women's Group, North Herts Italian Women's Group, Middle-Eastern Women Group and Mama Sugar Baby's group.
Set up Older People's Group	√		We have set up 8 Older people's Groups; Afro-Caribbean Senior Luncheon Club, Italian Pension Club, Senior Asians Luncheon Club, Italian Older people's group, Punjabi Older Men's Group, Punjabi Older women's Group, a Fitness Group for Elders and Polish Elders Club.
Services for the children and young people	√		<p>During the past six months we were running a Polish language school to support children from the Reception class to A-Level, An Italian language school to support age 5-11 children, a French language school to support children age 5-8. We also had Math & English support homework club for key stage 2 & 3 pupils.</p> <p>We have provided a range of sports, health, interactive workshops and health & well-being activities during the schools holidays.</p>
Number of people had access	√		During the last 6 months from April – September 2016, we had 2,681 people benefited from our various services.