



ANNUAL REPORT

IMPACT, CASE STUDIES AND STAKEHOLDER FEEDBACK

October 2022- September 2023



introduction

BSC Multicultural Services (BSCMS) is a multi-award-winning charity and community organisation. Established in 1998 by a group of dedicated community volunteers, it seeks to improve the lives and well-being of the growing BME (Black Minority Ethnic) population in Ipswich and Suffolk.

The multicultural community make-up of Suffolk is reflected in BSCMS client groups. People of more than 50 different nationalities currently access BSCMS's services, projects, events and other activities. BSCMS also encourages BME people to access mainstream services in order to break down barriers and enable them to integrate into the wider community. BSCMS is known for its innovative, grassroots-based and community-led approach to community development and regeneration in order to address inequalities.

In recognition of its outstanding contribution and achievements over the last 25 years, BSCMS has received multiple local, regional and national awards, including the 'Best Community Organisation' in the UK; invitation to Her Majesty the Queen's Diamond Jubilee Celebration at Sandringham Castle, and HRH Prince Edward praised BSCMS's 'wonderful' work during a visit to Ipswich. The High Sheriff of Suffolk recognised BSCMS with 'The Suffolk Award' for its outstanding contribution during the COVID-19 pandemic and HM the Queen recognised BSCMS with the prestigious Queen's Award for Voluntary Service in 2022.

More recently, BSCMS was invited to the King's Garden Party at Buckingham Palace and the Prime Minister hosted us at a 'Community Champions' event at 10 Downing Street. Also, England's Football Association invited BSCMS to the Wembley Stadium where we won a national award for breaking down barriers and promoting access to football for the members of the ethnic minority communities in Ipswich and Suffolk!

project overview - year 2

TARGET

ACHIEVEMENT

OUTCOME

Suffolk-wide outreach work undertaken to reach more BME communities



Visited Sudbury, Hadleigh, Stowmarket, Lowestoft, Newmarket, Bury St Edmunds, and across Ipswich



1000s of BME people now aware of this project across the county

50 volunteers to be recruited from Ipswich and rural Suffolk



Volunteers from Ipswich, Thorndon, Stowmarket, Haughley, Felixstowe, Sudbury, Needham Market, Halesworth, Lowestoft, Long Melford, and Woodbridge



122 volunteers recruited from Ipswich and rural Suffolk

200 people to attend training/engagement event/activities



Trainings, workshops, community engagement events



655 people (male and female) benefited

500 people to receive help through Support Services/Social Prescribing



Face-to-face support, via telephone, zoom meetings, accompanied visits, referral, signposting



More than 1786 cases supported

100 people to benefit from befriending and carers projects



Organised respite breaks, outings, tea clubs, chair-based exercise, and provided 1-to-1 support



220 BME elderly people, carers and cared for benefited

6000 people to attend 2 major community cohesion events



Pita Festival
May 2023

Big Multicultural
Festival July 2023



Around 10,220 people of diverse background attended both festivals

achievements - year 2



A range of services/activities/events were planned and delivered from 1 October 2022 to 30 September 2023 including the following:



TARGET

50 volunteers

ACHIEVED

122 volunteers recruited

62 from Ipswich

60 from rural Suffolk



In total, BSCMS recruited more than 120 volunteers from Ipswich and rural Suffolk.

Case Study

Mr D is an enthusiastic volunteer for BSCMS and his input has been particularly valuable for outreaching into Waveney area after the Covid-19 crisis. He and his colleagues in Lowestoft have worked closely with BSCMS to ensure that our projects/services are promoted and publicised within the growing BME communities across Waveney area.

Difference the volunteer made

This has enabled BSCMS to reach more socially isolated members of the ethnic minority groups in Lowestoft and surrounding areas. So much so that our community engagement event in Lowestoft attracted more than 100 people of African, Asian, Eastern European and Middle Eastern backgrounds. Thanks to Mr D's co-operation and collaboration, more people are now accessing BSCMS services/projects/events from rural Suffolk.



TARGET

500 people

ACHIEVED

1451 Total supported

984 Male

467 Female

ISSUES RESOLVED

28% Housing/ Utilities

10% Health/Wellbeing

23% Benefits/Pensions

4% Education/Employment

9% Financial/Debt/Insurance

7% Immigration/Passport

3% Racial/Police/Legal

16% Correspondence/Other



This service dealt with 1451 cases. Clients hailed from very diverse background including South Asian, African, Afghan, Caribbean, Turkish/Kurdish, Middle Eastern, Eastern European and Chinese, among others.

Case Study

Mr K is a British citizen originally from Bangladesh. He was living with his brother's family. However, after his brother passed away, his situation changed he felt uncomfortable being a burden for his brother's family. He was sleeping on their sofa in the living room; had no personal space. Mr K suffers from several medical conditions and his health condition was adding to his anxiety and depression.

Difference we made

BSCMS helped Mr K to get in touch with his GP to explain his health issues and seek assistance. We also helped him apply for housing via Gateway to Home Choice. Mr K is now in his own council accommodation enabling a better standard of living for everyone involved.

bme befriending scheme



TARGET

100 people

ACHIEVED

120 home visits

70 telephone contacts

2 accompanied visits

ISSUES ADDRESSED

- Housing/Utilities
- Health/Social Care
- Benefits/Pensions
- Immigration/Legal
- Financial/Correspondence
- Racial/Police



This project currently supports 100 clients. We support older BME people with a range of activities/events (such as chair-based exercise, healthy walks and outings) to help them lead active and independent lives. We did this through one-to-one contacts (home visits, telephone and accompanied visits); these appointments were pre-booked and usually one-hour long to help clients with health, age-related or disability issues.

Case Study

Mr R, aged 72, is of Asian origin and he has been living in Ipswich for the last 8 years. He has been working in the catering sector for many years but more recently he has developed multiple health issues (such as arthritis, heart disease and diabetes). As a result, he was forced to give up work and take medication regularly. His family of 8 people have also been struggling financially. Therefore, Mr R requested help and support from BSCMS.

Difference we made

In the short term, BSCMS offered financial support to Mr R and his family from our Hardship Fund and referred them to our Support Services for additional help with benefits, immigration and housing advice and support. As some members of the family do not speak English, we have also referred them to our ESOL class. We continue to support Mr R and his family and they are grateful to BSCMS.



TARGET

100 clients

ACHIEVED

100 clients so far

ISSUES ADDRESSED

- Housing/Benefits
- Health/Wellbeing
- Pensions
- Other financial
- Immigration
- Legal/Racial
- Correspondence



This project worked directly with BME carers and cared for to enable them to continue their roles through proactive one-to-one support, respite breaks, trainings and signposting. Around 100 clients and their families benefitted from this work, led by two part-time Carers Officers, one male and one female.

Case Study

Mrs S is a full-time carer for her daughter, who was born in 2021. Her daughter has significant medical diagnosis and is under the care of a Paediatrician at Ipswich Hospital. She has a health visitor assigned to her and also undergoes regular physiotherapy. Mrs S is concerned that her daughter is not meeting her developmental milestones due to her disability.

Difference we made

The family are here on a works visa and are not entitled to any benefits. Mrs S wanted help with finding a charity that could support her with funding additional physiotherapy. She has also been experiencing isolation/loneliness. Mrs S has received following support from this project: we referred Mrs S to Suffolk Family Carers for help with funding physiotherapy from a local charitable trust. To overcome worries, anxiety and social isolation, Mrs S has accessed various services provided by this project. This has significantly improved Mrs S and her daughters' quality of life



TARGET

80-100 children and young people

ACHIEVED

250 children, young people and families

PROVIDED ADDITIONAL SUPPORT

- English, Maths, Science
- Homework Club
- Sports/Recreational Activities
- Extra-curricular activities

This project helped 250 disadvantaged BME children, young people and their families to improve their educational performance, reduce stress, improve confidence and self-esteem to achieve their full potential in life.

Case Study

Student D is a year 1 pupil and was not completing school homework at all. His parents, not being literate in English, were unable to help him. The family are of Middle Eastern origin and had not been in this country for too long.

Difference we made

Thanks to the Supplementary School, Student D was able to bring his school homework (English and numeracy tasks) to the session each week and a member of staff - who works in KS1 in a local school spends time helping him to understand and complete the tasks. This has had a positive impact on his confidence, self-esteem and attitude to learning. He now enjoys tackling a variety of tasks at the Supplementary School including arts, crafts and sport activities. He also interacts well with the other boys and girls.



bme social prescribing service



TARGET

100 people

ACHIEVED

190 people (335 contacts)

ISSUES ADDRESSED

40% Housing
30% Benefits
5% Other financial
15% Immigration
5% Correspondence
5% Other

Nearly 200 people received help and support with non-medical issues (such as social, financial, employment and family problems) that were having a detrimental impact on their health and wellbeing. Some of the cases were more complex and challenging, and required on-going work with clients.

Case Study

A Portuguese lady with one child. She first came to us with various issues around her housing situation. She was receiving correspondence regarding the previous tenant's energy bills. Her child had medical issues and she had been told she had to return with a translator for the help to proceed. Lady also had issues with the immigration status of her child.

Difference we made

We assisted the lady with her energy supplier issues. Our manager spoke with her regarding her child's immigration status and supported her with this issue. On a later appointment, the lady was struggling to secure funding for her childcare, while she works. Upon speaking with Universal credit, we learned that she had two active accounts and this was preventing her from receiving the child care. This issue was sorted. The lady has recently had to give up her job due to childcare costs being too high and is trying to secure a council property. We advised to make a profile on the Gateway website.



training, engagement and activities



TARGET

200 people

ACHIEVED

655 people

RESULTS

- 11% attended training
- 19% attended Health workshops
- 50% Community engagement (Suffolk-wide)
- 20% Other events/outings

These activities improved BSCMS's organisational capacity and helped 655 BSCMS staff, trustees, volunteers and clients/service users to gain knowledge/skills and improve their confidence and self-esteem.

Case Study

An emerging new BME group in Ipswich approached BSCMS for help with advice and support on a range of capacity building training to enable them to become more active in community work. They wanted to help members of their community with ESOL, health and wellbeing, and recreational activities, in addition to accessing trustee's role and responsibilities training, first aid and safeguarding, among other things.

Difference we made

BSCMS met with this group and discussed their needs and requirements. Our staff shared their extensive experience of community regeneration and development work, and agreed to support this group to access necessary trainings and courses to make them more confident, independent and aware of their roles and responsibilities as key influencers in a growing BME community in Ipswich and Suffolk. The two organisations are now working very closely on a range of trainings and activities for the benefit of everyone, men and women, young and elderly as well as carers and disabled people.



seeds for change project



TARGET

50 BME people

ACHIEVED

126 people

40 Launch/Community Cup
56 attended weekly
football sessions
30 Mini World Cup

ISSUES ADDRESSED

- Reduced social isolation
- Reduced anti-social behaviour
- Reduced community tension
- Promoted health and wellbeing



Funded by IBC, this project offered free football sessions to 126 BME people to encourage them to stay fit, active and healthy. The weekly sessions took place at Suffolk New College Sports Centre on Sundays, supported by Suffolk FA and Sports England.

Case Study

Mr R was a young man who was struggling with multiple issues. He felt socially isolated and subsequently attended one of the football sessions ran by this project. At the beginning, he was very difficult to work with and, at one time, we were seriously thinking of excluding him due to his anger and related issues.

Difference we made

Mr R was provided one-to-one support by project staff to address his lack of confidence, self-esteem and encourage him to engage with the group more positively. Playing football with other players improved his communication and socialising skills. For example, he took part in a Playmaker Course which earned him a nationally recognised football coaching qualification. This inspired him to go on and play semi-professional football. This remarkable transformation would not have been possible without this project.

tenants support project



TARGET

Existing and new clients

ACHIEVED

94 contacts
(face-to-face, visits
and telephone)

ISSUES ADDRESSED

- Repairs
- Rent Arrears
- Housing Benefit
- Help with applications
- Other housing issues



This project is a partnership between BSCMS and Ipswich Borough Council to provide direct support to IBC's BME tenants to reduce rent arrears, sort out repairs, deal with housing benefit and other related issues. There are currently more than 100 clients on our database.

Case Study

Mr and Mrs W are of Asian background and they are existing Ipswich Borough Council tenants. They were moving into a different house, but after doing so they had several issues with the condition of the property they had been offered. Whilst the tenants liked the size of the house, however the condition of the property was poor as far as the tenants were concerned.

Difference we made

Mr and Mrs W and their children, however, did not know who to speak with and what they needed to do to resolve their queries and concerns. They then contacted the Project Officer and discussed their concerns with him. This project provided the family with all the relevant information related to their new property and tenancy. With the guidance and support of this project, all their issues were sorted and since then tenants have moved into their new home and are very happy.

major events and activities



TARGET

150 children
and their families

ACHIEVED

230 children
and their families

ISSUES ADDRESSED

- Reduced social isolation
- Reduced anti-social behaviour
- Reduced community tension
- Promoted health and wellbeing
- Improve self-confidence and raised self-esteem



Sports Day

This took place on 15 February 2023 and Sports Competition on 23rd July 2023. More than 220 children and their family members attended the events from 12pm to 4pm at Suffolk New College Sports Centre and Alexandra Park. People of more than 15 different nationalities attended and participated in a range of activities including football, cricket, bouncy castle, funfair, soft play areas and carom competition, among other things.

major events and activities



TARGET

800 people of
diverse background

ACHIEVED

1000 attended
15 prizes to Pita entrants
27 students received prizes
6 students received
special awards

ISSUES ADDRESSED

- Reduced social isolation
- Reduced anti-social behaviour
- Reduced community tension
- Promoted health and wellbeing
- Raised awareness of cultures, traditions and diversity
- Recognised contribution and achievements

Pita & Global Food Festival

This event took place on Sunday 21 May 2023 at Suffolk New College from 12pm to 4pm. Around 1000 people of Asian, African, Caribbean, Chinese, English, Kurdish, Middle Eastern, Turkish and other backgrounds attended. Traditional Asian and Global food, sweet and savoury competition took place. Students were offered prizes for their performance in GCSE, A-levels, under-and postgraduate degrees. 'Dale Banham Award' was offered to 6 students for making a positive difference at Northgate High School. BBC Radio Suffolk and Ipswich Star provided generous coverage of the festival.



major events and activities



TARGET

5000 people of
diverse background

ACHIEVED

9000 people attended

75% from Ipswich
25% from rural Suffolk
and beyond

ISSUES ADDRESSED

- Reduced social isolation
- Reduced anti-social behaviour
- Reduced community tension
- Promoted health and wellbeing
- Raised awareness of cultures, traditions and diversity through music, dance, sports and food
- Recognised contribution and achievements
- Promoted arts and entertainment

1Big Multicultural Festival

This took place on Sunday 23 July 2023 at Alexandra Park, Ipswich. It was the 11th anniversary of the festival and around 9,000 people of diverse background attended. Like previous years, the festival showcased cultural diversity through music, food and sports, which are common to all people. This is particularly important for an increasingly diverse town and county like Ipswich and Suffolk, with more than 60 languages being spoken in Ipswich alone, and even more across the county.



bscms 25th anniversary celebration



BSCMS marked its 25th anniversary celebration on Sunday 1 October 2023 at the Trinity Park Ipswich. More than 400 people attended the event from around the country including London, Lowestoft, Brighton, Cambridge, Cardiff, Birmingham, Manchester, Luton, Norwich and Peterborough. Guests included local dignitaries, prominent businessmen, heads of VCSE sector, community leaders, faith groups, and BSCMS volunteers and service users of diverse background, among others.

The highlight of the event was the launch of 100-page book, covering the history and timeline of key achievements of BSCMS over the last quarter of a century. Local and national media, including BBC Radio Suffolk and Ipswich Star provided generous coverage of the event.





Challenges/Difficulties

This period has been very challenging for a number of reasons: firstly, we underestimated the amount of time and resources that would be needed to proactively undertake outreach across Suffolk. Geographically speaking, Suffolk is a big county stretching from Newmarket to Felixstowe and from Lowestoft to Sudbury. Ipswich aside, most of the county is also rural.

Secondly, our part-time staff found it difficult to plan and deliver community engagement events across the county with our limited time and resources. Despite this, we engaged 100s of socially isolated BME people in Lowestoft, Newmarket, Bury St Edmunds and Sudbury. Thirdly, more sustained work is needed going forward and we have applied to Lottery Community Fund for additional Uplift funding to expand our outreach into rural Suffolk.

On a positive note, we have overachieved in all areas of our work and having now secured office space on the ground floor of 19 Tower Street, our projects and services will be more accessible to local people from the new year. However, to sustain this, we will need to attract more 'core' and 'project' funding in the short-term and also secure additional funding for the purpose of long-term sustainability.





Awards/Recognition

Thanks to the dedication and commitment of BSCMS's staff, trustees, volunteers and service users, we received several awards and recognition locally and at national level. In addition to being invited to the King's Garden Party at Buckingham Palace, BSCMS was also invited to 10 Downing Street by the Prime Minister to celebrate our work as 'Community Champions'.

We were also shortlisted by Active Suffolk for promoting sporting activities within the BME communities in Suffolk and England's Football Association invited BSCMS and Suffolk FA to Wembley Stadium for an award ceremony, thanks to the success of our Playmaker Football Coaching Course, aimed at BME young men in Ipswich. We competed with other regional FAs and won 'Football Coaching and Development' category. This was a huge national recognition for BSCMS! Ipswich Star subsequently published a full-page report on our achievement.

We want to thank all our funders, partner organisations, supporters and well-wishers for their on-going help and support throughout this year, and we look forward to working with them in the future!

Finally, BSCMS's work and activities received regular coverage in local media, especially in Ipswich Star, East Anglian Daily Times, BBC Look East, BBC Radio Suffolk, and Channel S Television (London), among others.



feedback from stakeholders/partners



Lydia Tse MBE,
Chairperson
Anglo-Chinese
Cultural Exchange

Anglo-Chinese Cultural Exchange (ACCE) is a registered charity that fosters intercultural dialogue and collaboration between the British and Chinese communities in Suffolk. We have a strong relationship with BSCMS, which has lasted for more than 10 years. We join them in various events and activities that celebrate diversity and inclusion.

One of our regular collaborations is the annual 1 Big Multi Cultural Day, which displays the rich and vibrant cultures of different ethnic groups in Suffolk. ACCE has been part of this event since it started, helping to make it successful and popular among the local residents. We also work with BSCMS on other occasions, such as the Supplementary School by NSCRE Award, the Annual General Meeting, and the 25th Anniversary Celebration of BSCMS.

BSCMS also organised the BME Business award with the University of Suffolk, which is another achievement for our BME community. ACCE won the Business award in 2017 with the encouragement from BSCMS. Most recently, we got funding from BSCMS of NHS Integrated Care Board to run two community projects: the Ba Duan Jin workshops and The King's Coronation Community Big Lunch. The former is a series of sessions that teach the ancient Chinese exercise of Ba Duan Jin, which improves physical and mental health. The latter is a celebration of The King's Charles III coronation, featuring a shared meal and cultural performances.

We appreciate the support and partnership of BSCMS, which has helped us to accomplish our mission and vision. We hope to continue our collaboration in the future and make a positive difference in the society.

feedback from stakeholders/partners



Richard Neal,
CEO,
Suffolk Football
Association

The partnership between Suffolk FA and BSC Multicultural Services has been developing for a number of years, with 2023 being the highlight to date. Initially formed through shared values and principles, of wanting to use our collaborative efforts to help people live happier, healthier, and more fulfilling lives, the first example of the partnership was for Suffolk FA to deliver a football element within the One Big Multicultural Festival.

Driven to expand on this, both organisations vowed to build on the enthusiasm garnered by the football offering at the One Big Multicultural Festival by resurrecting the One Community Cup. Communities from across Suffolk enter teams into a football festival which would see the beautiful game used to enhance collaboration, understanding and cohesion between communities, and again celebrate the diversity of Ipswich and Suffolk. Recognising the value of the wider work BSC Multicultural Services were doing, Suffolk FA have been pleased to be a sponsor of the BME Business Awards.

After the pandemic, Suffolk FA and BSCMS teamed up to attract funding to offer weekly sessions, with a coach on hand, to those who may not otherwise be accessing football. Very quickly, number swelled to a regular minimum attendance of 30 players, from many different nationalities, and wanting to broaden the offer we embarked on a pilot project, with the FA, to deliver face-to-face sessions. This project has gained local recognition as a shortlisted project within the Innovative Project of the Year category at the 2023 Active Suffolk Awards, and in November 2023 was selected as the winner within the Coach Development category at the 2023 County FA Recognition Awards at Wembley Stadium. Plans to continue developing the partnership through 2024 are well underway, seeking to improve the wellbeing and health of the communities served by BSC Multicultural Services.

Suffolk FA team and Board, thank the Trustees and staff members of BSC Multicultural Services for their ambition, drive, open-mindedness, and overall commitment to our partnership. 2023 has been the pinnacle of our collaboration so far, but we want to achieve more.

feedback from stakeholders/partners



Active Suffolk has over many years provided on-going support to BSC Multicultural Services to help improve the health and wellbeing of local communities supported by BSCMS. This has included specific project funding support through the Sport England Satellite Club programme and working with other partner organisations such as Suffolk FA to increase opportunities for physical activity.

Active Suffolk are always keen to work with pro-active organisations who provide positive actions to help reduce inequalities and promote physical activity. Over the year we have built a strong foundation of mutual trust and collaborative working which will continue in the future. One of the highlights of the Active Suffolk Awards ceremony this year was to hear first-hand the work BSCMS had been doing with Suffolk FA on the Face to Face Joint Playmaker Course, which went on to receive national recognition at the FA awards a few weeks later.

Tony Bush,
Head of Operations,
Active Suffolk

feedback from stakeholders/partners



Kirsten Alderson,
CEO,
Suffolk Family Carers

This year BSCMS and Suffolk Family Carers have renewed their partnership by working more closely together, building on previous joint working over the years. Both organisations support family carers within Suffolk and have many synergies through which they can improve the lives of family carers who might otherwise not receive the support they are entitled to.

The joint ambition is to identify carers who might not know of the support available to them and ensure they can access those services. This is an important partnership with both organisations bringing different strengths. BSCMS is able to identify carers that are not yet receiving support and Suffolk Family Carers is able to navigate the complex health and care system to make sure that support is provided. The two organisations have committed to jointly seek additional grant funding to develop the project further.

As well as providing operational support for family carers, the two organisations have embarked on other partnership projects. In July, Suffolk Family Carers supported BSCMS's annual Multicultural Festival and in November delivered a presentation regarding support services available to family carers at BSCMS's 'Preparing for Winter' event. There are future pieces of work planned for the coming year.

feedback from stakeholders/partners



Phoebe and BSCMS have been neighbours in 19 Tower Street for many years now. We have, from time to time, also collaborated on things that are common to both organisations including promoting health and wellbeing of minority people living in Ipswich, especially BME women.

Phoebe has attended many of BSCMS's community events and activities over the years including annual 1 Big Multicultural Festival which attracts thousands of people of diverse backgrounds in Alexandra Park. The whole event raises cultural awareness and understanding through music, sports and food.

More recently, BSCMS funded Phoebe's health and wellbeing related activities through the BME Social Prescribing Service which was a great success. We want to take this opportunity to congratulate BSCMS on receiving the Queen's Award for Voluntary Service and on reaching their 25th birthday. We wish them well for the future. We also look forward to working with them on other projects, events and activities in the new year and beyond. Thank you.

Mollin Delve,
CEO, Phoebe

feedback from stakeholders/partners



Iftekhar Alam,
Chairperson,
Waveney Multicultural
Forum (WMF)

It is my pleasure to be associated with BSCMS for many years. They have been very helpful and supportive to us. WMF is based in Lowestoft and our aim is to engage BME people and the wider society to make this area a tolerant, prosperous and cohesive place for the benefit of everyone.

It has been a great privilege to plan and deliver various programmes and activities in partnership with BSCMS over the years, and we were delighted to see the organisation grow and provide support to people of so many different nationalities and background, not only in Ipswich but across Suffolk, including the Waveney area.

We are very proud of BSCMS and its on-going success, having attended its 25th anniversary celebration earlier in the year, and we would like to wish BSCMS further success in the future. Thank you.



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Community
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