



Minority Communities Hub Business Plan 2018 - 2021







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PKAVS is a charity providing person-centred support, working with local and national bodies, and connecting with communities across Perth & Kinross. The overall aim of the charity is to continue to be the partner of choice for the statutory sector in Perth & Kinross, and the charity of choice for the people of Perth & Kinross.

PKAVS operates a Hub Service Model which provides support services through locally based staff and volunteers:

-  The Carers Hub
-  The Third Sector and Volunteering Hub
-  Mental Health and Wellbeing Hub
-  The Minority Communities Hub (MCH)




Language Base, a social enterprise company also based within PKAVS, provides chargeable translation and interpretation support services for the statutory and voluntary sectors, businesses and individuals to improve the quality of life for Black and Minority Ethnic and migrant workers' communities in Scotland.









The Minority Communities Hub

Following a service review in 2016/17 a new delivery model for the Minority Communities Hub (MCH) has been established. This business plan describes the key activities the Hub will deliver over the next three year period (2018 - 2021), with the Hub continuing to provide support to minority ethnic populations across Perth and Kinross, primarily to members of the Eastern European, South Asian and Chinese communities.

The Hub will deliver three key activities to further support community integration and equality across Perth and Kinross:

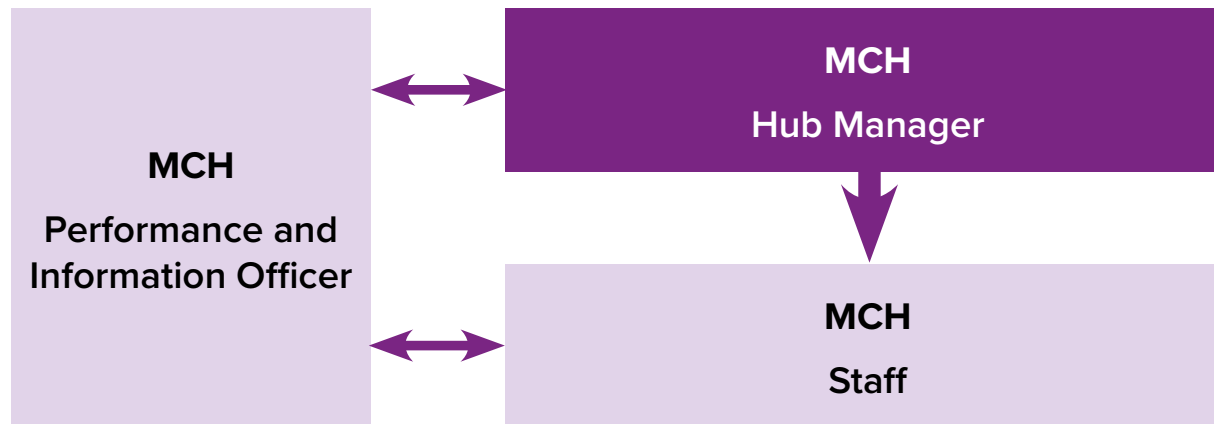
-  Support for minority community members to access services.
-  Build confidence and capacity within communities.
-  Facilitate community insight and understanding among statutory agencies, other service providers, organisations and the wider community.

These activities are aligned to key national and local policies:

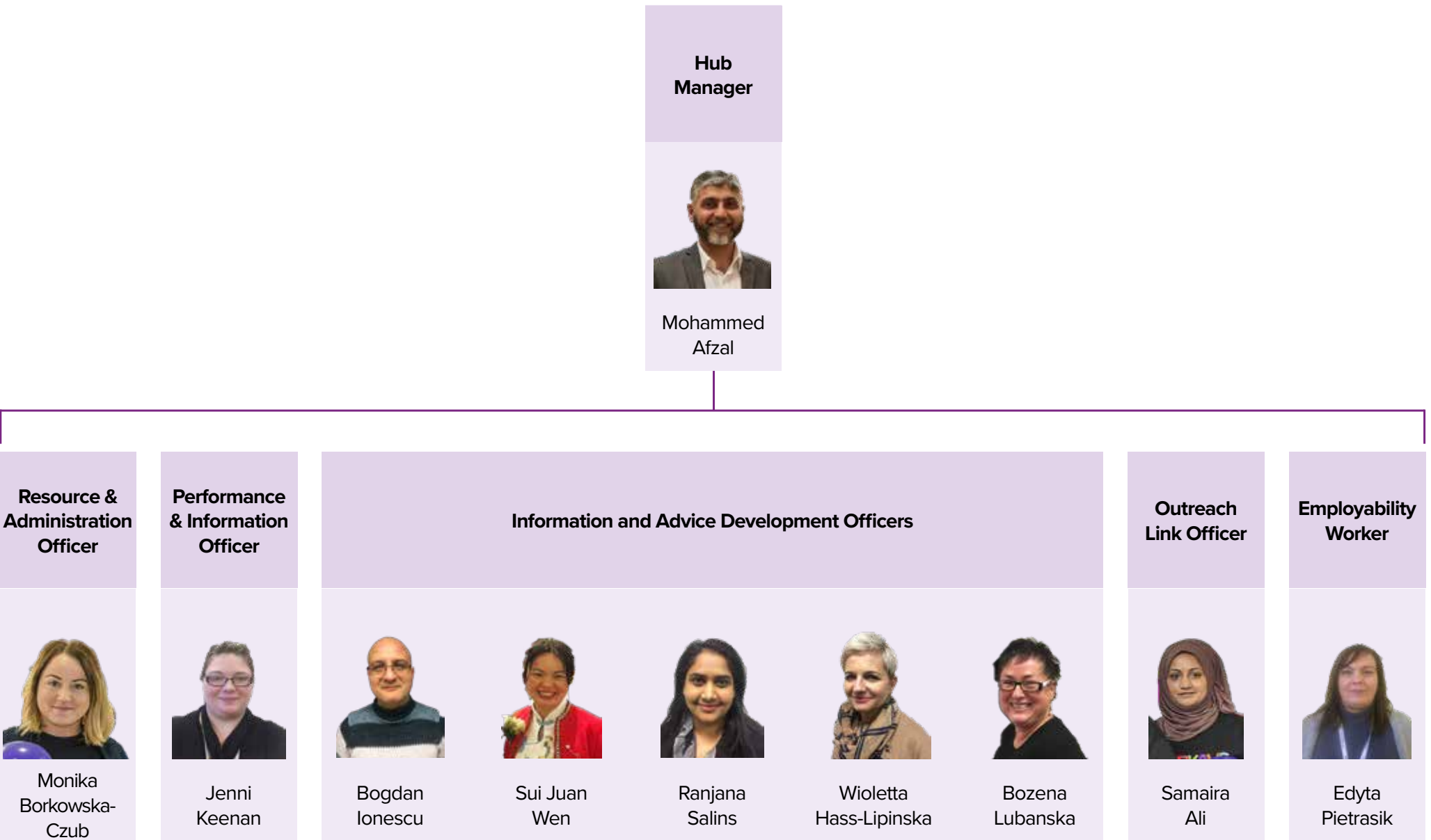
-  Community Empowerment (Scotland) Act 2015.
-  Fairer Scotland Action Plan 2016.
-  Race Equality Framework for Scotland 2016 - 2030.
-  Fairer Futures 2017.
-  The Community Learning & Development Plan 2015 - 2018.
-  Perth & Kinross Health and Social Care Strategic Commissioning Plan 2016-2019.

The MCH Team Structure

The MCH team consists of nine staff who provide a range of advice and support services. This team is managed by a Hub Manager who is responsible for the overall delivery of this business plan and its outcomes.



The MCH Team





PKAVS
Enhancing Lives,
Connecting Communities
Minority Communities Hub
Serving Priority Communities
& Kinross

Language Base
Communication without barriers

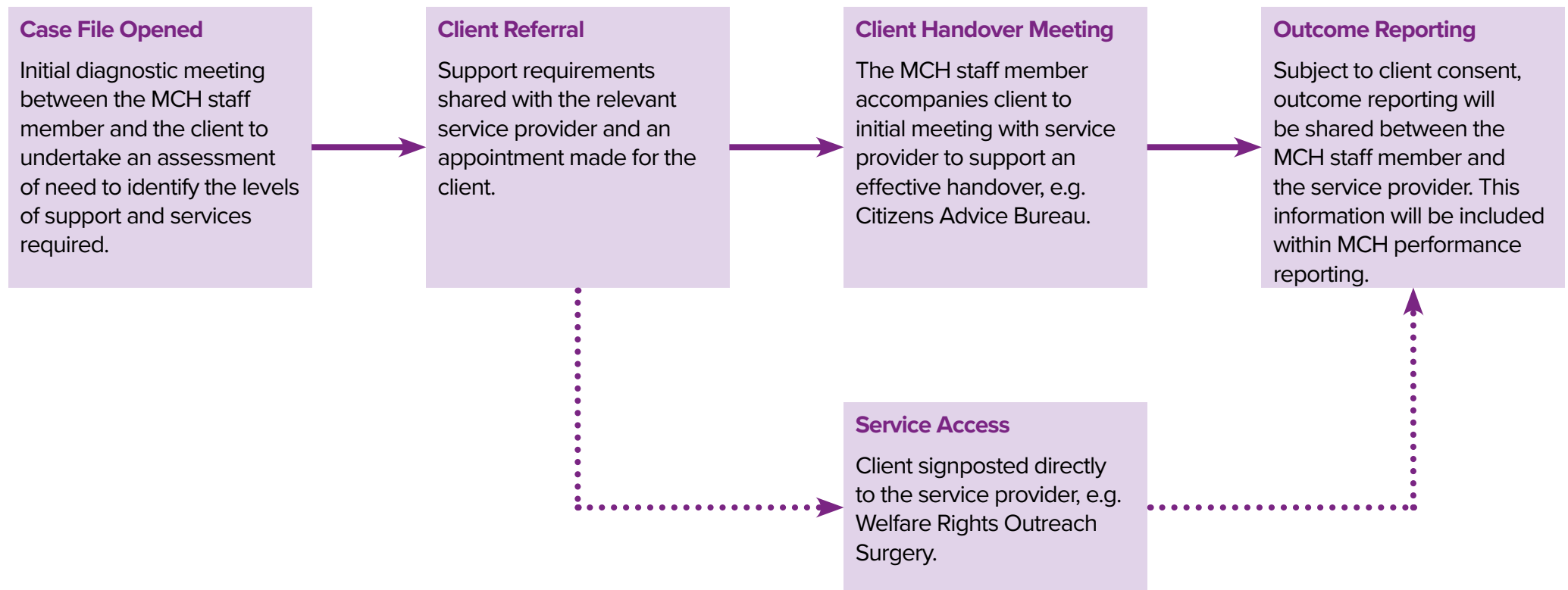
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Community Access to Services

The MCH staff will support ethnic minority clients to access services where necessary using the following referral process:



Individual clients may have multiple service support needs and the same process will be followed for each requirement.

Any further translation and/or interpretation support required for the client post handover meeting could be procured through Language Base. This would need to be organised directly between the service provider and Language Base, with several providers already indicating their willingness to use this resource.

Community Access to Services

The MCH staff will refer clients to the relevant service and support providers:

Refer to...	For...
PKC Housing and Community Safety	Council Housing • Housing rent and collection • Housing repairs and improvements • Homelessness and temporary accommodation • Learning disabilities • Mental Health and Wellbeing • Physical disabilities • Addictions • Criminal Justice Services • Employability • Older people's services
PKC Welfare Rights <i>Specialise in welfare benefits.</i> Representation at benefit appeal tribunals.	Welfare benefits • Debt • Benefit appeal tribunals • Fortnightly welfare rights surgeries
Citizen's Advice Bureau <i>Specialise in detailed money advice.</i> Practical assistance, filling in forms, drafting letters and making telephone calls.	Benefits and tax credits • Employment, family & personal information • Health & community care • Home fuel & utilities • Consumer information • Housing • Immigration & nationality • Legal • Financial and specialist money advice
NHS Community Health & Wellbeing Team	Gateway access to NHS services • Health assessments • Community care • Mental health • Out-patient and follow up care
Growbiz / Business Gateway	Entrepreneurial and business support
Ethnic Minority Law Centre	Legal advice • Representation • Immigration & Discrimination • Weekly surgeries
Police Scotland	Crime and hate crime reporting



Enhancing Lives,
Connecting Communities

Minority Communities Hub

Minority Communities
Herth & ...

We provide:

Language Base
Communication without barriers

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Community Capacity Building

The MCH staff will signpost and/or directly support the delivery of the following services which facilitate improved confidence, community awareness and understanding for clients, supporting them to become further involved within the community.

Information/Activity	Delivered by...	For...
Basic and Thematic ESOL	Learning Curve The MCH	<i>Themed classes which focus on:</i> Employment • Financial and debt advice • Benefits and tax credits • NHS, health and wellbeing • Council services • Housing • Government • Policing • Volunteering • Parenting and families • Self-employment
Active Citizens Development Training <i>Training on access to institutions, services and citizenship.</i>	Citizens Advice Bureau The MCH	<i>Themed training which focuses on:</i> Access to healthcare and wellbeing support • Active leisure opportunities • Business and employment • Council services Financial and debt advice • Benefits and tax credits • Council services • Housing • Government • Policing • Legal
Volunteering	Citizens Advice Bureau Ethnic Minorities Law Centre Police Scotland Third Sector and Volunteering Hub	<i>Volunteering Opportunities:</i> Citizens Advice Bureau Advisor Training Programme, Outcome Support Workers and Community Champions • Ethnic Minorities Law Centre Volunteers • Police Scotland’s Special Constables • General Community Volunteering Opportunities

Community Capacity Building

Information/Activity	Delivered by...	For...
Funding Support	PKAVS Third Sector and Volunteering Hub	Enabling the establishment (constitution) of community groups • Potential funding sources • Business plan development support • Financial management support • Community Festivals Planning, Development and Implementation
Health and Wellbeing Programmes	Live Active	Activity referral programme • Compass membership • Paediatric overweight service • Dolphins Perth leisure pool disabled club • MacMillan Cancer Patient Support

Community Insight & Understanding

The MCH will facilitate access to communities to gain insight and understanding for statutory agencies, other service providers, organisations and the wider community. This will help service providers and their staff to be more aware, informed and understand the specific requirements of the minority ethnic communities they serve within Perth and Kinross. The range of community insight activities that the MCH Manager and staff will deliver in partnership are:

Activities	Outputs...
<p>Cultural Awareness Training <i>To update and inform service providers about the specific requirements of the minority ethnic communities they serve.</i></p>	<p>Partnership review meetings with Business Gateway and Live Active • One day secondments and training days with Citizens Advice Bureau • Annual Refresher Courses with Welfare Rights and frontline NHS Tayside teams</p>
<p>Research and Engagement <i>Provide community insight for research and encourage community participation in consultations.</i></p>	<p>Citizens Advice Bureau - inform policy • Police Scotland: Consultation responses for the Safer Communities Partnership and feedback surveys • Culture PK: Community access to support the Big Listen • Live Active Sports Development and Active Schools Programme</p>
<p>Joint Funding <i>To explore joint projects with service providers to provide benefits to minority ethnic communities across Perth & Kinross.</i></p>	<p>Citizen’s Advice Bureau: Active Citizens Development Training • Live Active: Promotion of physical activity and wellbeing support for minority ethnic communities • Growbiz: Joint administration of a small grant fund for business start ups</p>
<p>Participation in Forums and Working Groups <i>The Hub Manager will continue to represent Minority Communities interests on various forums and working groups at a local level.</i></p>	<p>Multi Agency Working Group • NHS Community Health & Wellbeing Integrated Care Team Meetings • Community Planning Partnership • Gypsy Traveller Working Group • Literacies Partnership</p>



Mid-Autumn Festival / Mooncake Festival

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Funding Outcomes

The MCH activities contribute to three key outcomes:

-  Community Access to Services.
-  Community Capacity Building.
-  Community Insight and Understanding.

The Big Lottery, Voluntary Action Fund, and the Perth & Kinross Council Service Level Agreement outcomes are aligned to these priority areas:

Community Access to Services	Community Capacity Building	Community Insight and Understanding
Provide one-to-one practical help and advocacy support	Volunteering and active citizenship opportunities including 'Active Citizens' training programme	Facilitate engagement and community consultations
Support ethnic minority communities to access a range of services with equality	Empower organisations to self-organise programmes of events and multi-cultural events, celebrations, lunch clubs and other activities	Contribute to local and national partnerships including leading the multi-agency working group and participating in minority ethnic strategic group
Address discrimination and inequalities, increase social participation and engagement with services	Increased opportunities to participate in the economic and cultural life of the community	Deliver cultural awareness training to PKC staff
ESOL provision		Consultancy/partnership work with services
Deliver confidence/capacity building training to individuals - improve awareness, confidence and skills		

Work Programme

	Deliverable	Service Provider	Frequency
Community Access to Services	Client Referral Process	Citizens Advice Bureau • Perth & Kinross Council (Access Team, Welfare Rights, Housing Advice) • NHS • Health & Social Care Partnerships • Ethnic Minorities Law Centre • Etc.	Throughout
Community Capacity Building	Basic and Thematic ESOL	Learning Curve	Throughout
	Active Citizens Development Training	Citizens Advice Bureau	Throughout
	Volunteering	Citizens Advice Bureau • Police Scotland • Ethnic Minorities Law Centre • Third Sector and Volunteering Hub	Throughout
	Funding Support	Third Sector and Volunteering Hub	Throughout
	Health and Wellbeing Programmes	Live Active	Throughout
Community Insight	Cultural Awareness Training	Citizens Advice Bureau (Volunteers) • Live Active • Business Gateway	Biannual
		Citizens Advice Bureau (Staff) • Welfare Rights • NHS Integrated Care Teams	Annual
	Research and Engagement	Citizens Advice Bureau • Police Scotland • Culture PK • Live Active	Throughout
	Joint Funding	Citizens Advice Bureau • Live Active • Growbiz	Throughout
	Participation in Forums and Working Groups	Third Sector Health & Social Care Strategic Forum • Equalities Strategic Forum • Community Equality Advisory Group • Safer Communities Partnership • Community Empowerment Working Group • ESOL Manager Network • North Perth Community Partnership • Voluntary Action Fund Cluster Group • Carers Act Implementation Group • Employability Network • NHS Improving Employability Joint Group • Community Empowerment Working Group Etc.	Throughout

Work Programme

	Deliverable	Service Provider	Frequency
Reporting	Partnership Review Meetings	Citizens Advice Bureau • Welfare Rights • NHS Integrated Care Teams	Quarterly
		Ethnic Minorities Law Centre • Live Active • Business Gateway	Biannual
		Police Scotland • Culture PK • Learning Curve • Growbiz • NHS Locality Managers	Annual
	Outcomes Reporting	Citizens Advice Bureau • Police Scotland • Welfare Rights • NHS Locality Managers	Quarterly
		Ethnic Minorities Law Centre • Live Active	Biannual
		Business Gateway • Culture PK • Learning Curve • Growbiz	Annual

Allocation of Staff Time

Deliverable		Time Allocation
Community Access to Services	Client Referral Process	50%
Community Capacity Building	Basic and Thematic ESOL	20%
	Active Citizens Development Training	
	Volunteering	
	Funding Support	
	Health and Wellbeing Programmes	
Community Insight	Cultural Awareness Training	20%
	Research and Engagement	
	Joint Funding	
	Participation in Forums and Working Groups	
Future Sustainability	Partnership Review Meetings	10%
	Outcomes Reporting	
	Future Fund Raising Activities	

Financial and Funding Position: 2018 - 2021

	Financial Year		
	2018/19	2019/20	2020/21
Funding Secured	£144,559	£96,729	£0
Funding to Secure	£152,000	£199,830	£296,559
Total Income	£296,559	£296,559	£296,559

Financial and Funding Position: 2018 - 2019 ²⁰

Income	Confirmed Funding			Potential Funding		Other	Total Budget 2018/19
	PKC SLA 2018/19	Big Lottery 2018/19	Voluntary Action Fund 2018/19	NHS Carers Information Strategy 2018/19	PKC Integrated Care Fund 2018/19	To source	
Donations	£0	£0	£0	£0	£0	£0	£0
Grant Funding - Government	£48,480	£0	£0	£16,000	£36,000	£0	£100,480
Grant Funding - Non Government	£0	£46,079	£50,000	£0	£0	£0	£96,079
Other Charitable Activities	£0	£0	£0	£0	£0	£0	£0
Other Income	£0	£0	£0	£0	£0	£100,000	£100,000
Total	£48,480	£46,079	£50,000	£16,000	£36,000	£100,000	£269,559



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