



BANGLADESHI SUPPORT CENTRE

Working for the Community

Statement of Service

BANGLADESHI SUPPORT CENTRE

Room 29, 19 Tower Street

Ipswich IP1 3BE

Tel: 01473 400081/429740

Fax: 01473 406548

www.bscentre.org.uk

Registered Charity No. 1104502

Registered Company No. 5088364

Introduction

We aim to provide help, support and information on a wide range of areas. Our services are free and open to all Bangladeshi and other BME people, regardless of age and gender, who live in Ipswich and Suffolk. Bangladeshi Support Centre (BSC) staffs are bi-lingual and have received training to provide a quality service to all our clients.

About our IAG Service

The services we provide are intended to support our clients in making informed decisions about their training needs, health issues and other requirements.

Support Services

Housing and Council Tax
Department of Work and Pensions Benefits
Racial Harassment Reporting Centre
Immigration Issues
Tax and Pensions Credits
Filling in forms
Understanding English written letters
Signposting
And many other issues

Our office is open Monday to Friday; 25 hours a week and two part-time Support Workers (a male and female) provide help, information and support to our clients. In certain circumstances, we can make a limited number of home visits to help those clients who have disability or mobility problems.

Support Workers: Shayra Begum/Fotik Miah

Telephone: 01473 429740/400081

Email: shayra.begum@bscentre.org.uk / Fotik.miah@bscentre.org.uk

Other Services/Projects

We have a number of important projects which seek to address the educational, health, training and cultural needs of local Bangladeshi and other BME people. These projects include:

Training Project

Bangladeshi Support Centre started this project with the aim of strengthening the Training and Capacity Building needs of the Bangladeshi people living in Ipswich and Suffolk. Over the last few years, numerous courses and trainings have been organised including Interview Technique courses, Food Hygiene training, Health and Safety course, First Aid and Welfare Rights Awareness courses. Hundreds of local people have benefited from this project. Here is some examples of courses/services we provide:

- Information, Advice and Guidance (IAG) Sessions
- Introductory Counseling Skills
- Preparing for Online Life in the UK Test
- Internet & Email Drop-in Sessions for Men
- Setting up your Own Business
- Welfare Rights Awareness for local People
- Debt and Money Management Session
- Sewing Drop-in for Bangladeshi Women
- Help with English Drop-in Sessions for Men
- Swimming Sessions for Women

Training Coordinator: Mohammed Mainul Alam

Telephone: 01473 406548/400081

Email: mohammed.alam@bscentre.org.uk

Befriending Project

The aim of this project is to befriend local Bangladeshi people who are aged 50+ and provide them whatever help, support and information they may need to lead a better quality of life. The Befriending workers, working closely with other partners, also organise events to raise local people's awareness of healthy living and lifestyle.

Health Project Co-ordinators: Shayra Begum/Noman Siddiqui

Telephone: 01473 400081/429740

Email: shayra.begum@bscentre.org.uk / noman.siddiqui@bscentre.org.uk

Health Project

Two part-time workers were appointed to work closely with local people and organise activities that promote healthy lifestyle and lead to reduction in incidents of heart disease.

This will be done in a culturally sensitive way. This project is funded by NHS Suffolk and National Social Marketing Centre (Department of Health).

Health Project Coordinators: Shayra Begum/ Mohammed Mainul Alam

Tel: 01473 400081/406548

Email: shayra.begum@bscentre.org.uk/mohammed.alam@bscentre.org.uk

Women's Project

A part-time Bangladeshi Women's Worker works closely with local women and organise learning and training activities for them in a culturally sensitive environment. Current activities include ESOL classes, Fitness sessions, weekly sports activities, IT classes etc. For more information please contact the Women's project worker.

Women's Project Worker: Shoomi Chowdhury

Tel: 01473 429740/400081

Email: shoomi.chowdhury@bscentre.org.uk

Tenants Partnership Project

This project was set up in partnership with Ipswich Borough Council and support is provided to all Bangladeshi Council tenants relating to their tenancy issues. This project also organizes annual Tenants Event attended by up to 100 people and prominent guests (such as the Mayor of Ipswich).

Tenants Support Worker: Tunu Miah

Tel: 0774 8988098/01473 400081

Email: tunu.miah@ipswich.gov.uk

How We Deliver Information

Face to Face:

Face to face support to clients at the Centre, Monday to Friday, 25 hrs a week throughout the year. We provide information, help and guidance on a wide range of issues and services, both local and national. We employ a male and female worker for cultural reasons and both are bi-lingual.

Home visits:

Home visits are made to provide support to those clients who cannot come to our office due to disability or mobility issues. These home visits need to be booked in advance by

contacting our Support Workers or Befriending Project Coordinators (for clients who are 50 or over).

Telephone:

Information is available via telephone Monday-Friday 10:00-15:00 with a voicemail facility to leave messages out of hours. The messages will be picked up and responded to as soon as possible.

Email:

All Bangladeshi Support Centre staff have personalized email accounts and they can be contacted directly via email and we will respond to emails as soon as possible.

Website:

Information on BSC services and activities is also available online through our website:

www.bscentre.org.uk

Our website has the facility to send us a query/feedback online and download a range of resources.

Written Information

Bangladeshi Support Centre produces a range of written information. These are available directly from our office including:

- Annual Calendar
- BSC Newsletter
- Leaflets on a range of projects/activities
- Training brochure detailing all the courses delivered by BSC
- Research reports/publications
- Other information leaflets/booklets

Access and Facilities

Access to Bangladeshi Support Centre office, its facilities and its services are open to all local Bangladeshi and other BME people. Where necessary the Support Centre also translates information into Bengali to facilitate access to our services. Our building is wheelchair accessible but should you have any problems accessing our office premises or our services, please do not hesitate to contact us.

Client Feedback

We welcome any suggestions for improvements to our service, using the feedback forms which are available from our Support Workers. There is also a suggestion/comments box located in front of Room 37. Your comments, which we check monthly, will help us to monitor and improve the service we provide to you.

Complaints Procedures

We have a complaint policy and procedure in place. Our leaflets, which are distributed to all Bangladeshi families, businesses and local community centres are available from our office, giving details of our complaint system. Copies of our full complaint policy are also available upon request. You can submit a complaint by using our complaint form or make a written complaint to the Centre and Development Manager. Your complaint will be dealt with as quickly as possible.

The Principle of Confidentiality

The Bangladeshi Support Centre recognises the right of any individual using our services to expect that information imparted by them to the organisation will be used only for the purpose for which it was given and will not be released to any other person or agency without their consent. In this connection there is an obligation on every employee and volunteer working with the BSC to respect the right of the individual/organisation we work with and will always be treated by them with respect and dignity.

There is also an obligation on trustees, employees and volunteers to extend the principle of confidentiality to information about the internal affairs of the BSC.

Equal Opportunities

Bangladeshi Support Centre is determined to ensure that our policies, procedures and practice do not discriminate against anyone. It is about treating people fairly and equally regardless of who they are, their background or their lifestyle.

Diversity

- Bangladeshi Support Centre will actively encourage diversity to maximise achievement, creativity and good practice and to bring benefit to individuals and communities.

- Bangladeshi Support Centre encourages all people it works with and for to contribute to an environment in which people feel comfortable expressing how they feel and what they need, knowing they will be treated with respect and that their contribution will be valued.

- The way we work, train and learn within Bangladeshi Support Centre including the mission and objectives of Bangladeshi Support Centre and the spirit and intentions of legislation that outlaws discrimination and promotes equality and diversity.

- Bangladeshi Support Centre will make reasonable adjustments to working practices, equipment and premises and offer, where appropriate, additional support to trustees, staff and volunteers to ensure they are able to take a full and active part in Bangladeshi Support Centre's work.

- Bangladeshi Support Centre will attempt to deliver services in a way that genuinely recognises the importance of an inclusive society that brings opportunities and access, not barriers to individuals.

Monitoring

In order to determine the impact of this policy it is important that a monitoring system be developed which will measure commitment, progress and effectiveness. The Diversity and Equality Policy will be monitored and reviewed as follows: The policy will be an agenda item at Bangladeshi Support Centre team meetings. The Centre and Development Manager will review the policy regularly. All relevant parties will be encouraged to submit comments for consideration. The review recommendations will be presented to the Trustees meeting for their comments and ratification, if necessary.

For General Enquiries

Support Workers:

Shayra Begum or Fotik Miah

Telephone: 01473 429740/400081

Email: shayra.begum@bscentre.org.uk / Fotik.miah@bscentre.org.uk

Alternatively, you can directly contact

Mr Mojlum Khan, Development & Centre Manager:

Tel: 01473 400081

Fax: 01473 406548

Email: mojlum.khan@bscentre.org.uk