Longsight / Moss Side Community Project



Striving to support and improve culturally and religiously appropriate social and health care services for older Asian persons, carers and women with mental health needs.

A report outlining the Project's work, detailing its development and commenting on its future direction.

May 2002



Introduction

I count it an honour - and a pleasure - to introduce this report, giving an account of the work of the Longsight/Moss Side Community Project. My involvement with the Project dates back to 1987 when I first joined the Management Committee. Over the years the focus of our work has changed greatly, to meet the changing needs and changing social framework within which we operate.

But the one constant throughout the Project's evolution has been the commitment, dedication and professionalism of our staff members in serving the needs of inner-city Manchester; and in particular over the last few years, in enabling a much deeper dialogue to take place between the Asian communities and the statutory service providers in the city, especially Health and Social Services.

This report coincides with the retirement of Ismail Lambat who has guided the Project as its lead worker for many years. His integrity, his wisdom and his quiet determination has been the bed-rock of all our work, and he has earned the respect of all sections of the Asian community, as he has earned the respect of those he has challenged to provide culturally appropriate services for them. He - and the Project - have taught me a great deal. I am delighted to have this opportunity to express my admiration and affection for him.

Peter Clark
Chair of the Management Committee

Acknowledgements

The Project is indebted to all its stakeholders without whom its existence would have been impossible

Older Asian persons

Carers
Women with mental health needs
Men and women interested in care
related work
Volunteers
Social work students
Universities and colleges
Service providers
Professionals
Community organisations
Researchers
Management committee members

The Project is also grateful to the following for providing finance either as a grant or under contractual agreements:

Manchester Social Services

Manchester Mental Health JCE

Central Manchester PCT

Lloyds TSB Foundation

Tudor Trust

Help the Aged

Health Challenge Awards

Manpower Services Commission

Kellogg's

and others

Longsight / Moss Side Community Project

About this report

This report:

- provides a brief history of the Project
- details the work the Project has engaged in with older Asian persons and their carers during the past twelve years, and with Asian women with mental health needs and their carers mainly during the past 18 months
- highlights that the Project's work in Manchester has been of a pioneering nature
- demonstrates that the model of work adopted by the Project working with and on behalf of service users - has been both practical and useful in allowing it to remain in touch with those in need of services as well as work with those who are in charge of planning and delivering services
- outlines the Project's role and contribution to the provision and uptake of culturally and religiously appropriate social and health care services in Manchester and beyond. The Project plays a facilitating role rather than a direct social and health care services delivery role. This role is sometimes not understood by both service users and service providers and therefore its work is often not appreciated
- highlights the factors that have helped the Project to survive and achieve success in an environment of poor resources, increasing needs among service users and demanding contractual obligations
- shows that the range of work undertaken by the Project is linked and not disparate as may first appear and has come about as a result of imaginative thinking and planning. The work is inter-related - the parts making up the whole.

Why Longsight/Moss Side Community Project?

The Project is not an Asian organisation!

Consideration of religion is an important aspect of the Project's work

The Project is the only organisation that works with all Asians - Bangladeshis, Indians, Pakistanis and East African Asians

Project beginning

Over thirty years ago a group of churches got together to set up the Project, a voluntary organisation, to work with the socio-economically less-advantaged residents of the Longsight and Moss Side areas of Manchester. The aim was to respond to existing and emerging needs by developing and delivering appropriate services in partnership with the people the Project served. The Project started its work by helping to form neighbourhood groups and then went on to help facilitate local residents' participation in Housing Action Areas.

The Project continues to retain its church connections - the present Chair and Treasurer are both vicars serving local Christian communities. The Project has other interested persons on its management committee. It continues to help residents to face new challenges and it continues to have its focus on the socio-economically less advantaged residents. It now has a city wide role. Besides this, it also continues to have religion as an important issue in its work though its work does not have a Christian perspective or a perspective that is particular to any one religion. Instead the Project works with members of different faith groups with the aim to get social and health care services for them which are sensitive to their particular beliefs and practices.

Early initiatives to engage the Asian community

From the early 1970s the Project started including in its work Asian persons who had started settling in the Longsight and Moss Side areas of Manchester. From this time onwards it has continued engaging in work with and on behalf of Asian persons from all the communities which help make up the Asian community in Manchester.

It is still the only voluntary organisation in Manchester that works across the city of Manchester with older Asian persons and their carers and it is the only organisation that works with and on behalf of Bangladeshis, Indians, Pakistanis and East African Asians. It works across all faith communities like Hindus, Muslims and Sikhs which help make up the Asian community in Manchester.

Family support work

The Project started lending support to the Asian residents of Longsight and Moss Side areas by employing an Asian worker who took on the role of a family support worker.

Garment machining training workshops

Whilst engaged in the family support work, the Project found that many Asian women machining garments from home were being exploited. Many were

interested in seeking jobs with larger garment manufacturers to get better pay and work conditions but before they could do so they needed to broaden their range of skills and improve their English to help meet the expectations of prospective employers. The Project responded to this need by negotiating funding from the Manpower Services Commission and successfully organising garment machining training workshops.

The Project set up its first garment machining earning and learning workshop, the first of its kind in Manchester, in 1979 and another one in 1984 and continued to organise the workshops till 1990. At any one time, the workshops had up to 45 trainees and three supervisors.

The workshops were successful in fulfilling their aims. Most of those who acquired training were able to get employment in garment manufacturing. Three of the trainees were able to set up their own garment machining businesses and two of the trainees went on to do access courses and then on to teacher training courses. For others it was a stepping stone to other types of work. The Project played a role in introducing its trainees to employment as well as acted as a referee for those who needed such support.

Setting up a women's garment making co-op

The Project also assisted a group of Asian women to organise a garment machining co-operative in 1985. Once again the Project took a lead in Manchester in encouraging the women to adopt the co-operative work model. The co-operative, Long Moss Ltd, stayed in business for about two years and only folded because a major client failed to settle its debt.

A change of focus

With the introduction of the NHS and Community Care Act 1990 and the realisation that the number of older Asian persons living in the city of Manchester was increasing, Manchester Social Services asked the Project, under a contractual agreement, to support services for older Asian persons and their carers and support Asian women with mental health needs across the city of Manchester.

Making sense of the contract - understanding the work

The work the Project was contracted to do was new to its management committee members and its staff. Whilst the staff were familiar with the Asian community there was a need to consider a number of issues:

Working under contract to Manpower Services Commission

'Earning and learning workshops'

NHS and the Community Care Act

> Contracting with Manchester Social Services

- the numbers and location of older Asian persons, carers and women with mental health needs
- how to contact/engage these potential service users and build relationships with them
- to assess the service users awareness and/or experience of accessing services
- to determine the needs of these service users
- look for ways to raise service users awareness of social care and health services
- find ways to involve them so that they could articulate their needs

and with regards to the service providers

- the social and health care services that were available, the nature and suitability of these services for Asian service users and ways of accessing these
- the efforts made by providers to communicate with potential service
 users
- the assumptions made by service provider staff when assessing needs
- resources available and their impact on the delivery of culturally and religiously appropriate services

and to assist

- Manchester Social Services and other service providers to introduce
 Asian persons in need of services to the services they provided
- service providers to learn about the existing and emerging needs of Asian persons so that they could plan and deliver services to meet these needs.

FACING THE CHALLENGE

Deciding on the approach

Its interpretation of the contract and its initial work taught the Project that it would be of little use to sign-post Asian persons to services that were either non-existent or were not culturally sensitive. Similarly, it saw the weakness in working with service providers only to allow them to plan and deliver sensitive services without bringing about the necessary awareness of the services within the Asian community. To progress its work, the Project needed to adopt a model of work that would allow it to work with the service user side as well as the services provider side. The Project decided to combine the two parts of its work into a working with and on behalf of model - a model that would combine social work and community development work.

Adopting the 'working with and on behalf of model

Combining social and community development work

Broadening the role

With the progress of time and with its work getting more established the Project saw the need to add on new roles to help complement the work it was doing. The broadening of the Project's work was restricted by funding only - where it found the funding, it employed staff to undertake the work, for example the Project

- employed an Employment Skills Link Worker to introduce Asian men and women to care-related work as there were very few Asian persons working in residential and nursing homes and in day care centres and as home care assistants
- employed an Outreach Worker to seek information on abuse and neglect of older persons
- started taking social work students on placement to reach out to more older Asian persons and their carers and work with Asian women with mental health needs and their carers and to help train more social workers to work in multi-racial areas

WORKING WITH OLDER ASIAN PERSONS AND THEIR CARERS

Locating older Asian persons and their carers

The Project began to network with those it knew from the Asian community through its family support work and its garment machining workshops. This networking allowed the Project to locate organisations that were providing services to older Asian persons and their carers. As expected, the response to the Project's effort was mixed. Some organisations saw the Project's role in very positive terms and were willing to work with it. Others were more reluctant and required much effort from the Project staff to convince them of the Project s role and how it was going to contribute to their efforts of providing services to older Asian persons and their carers. Some organisations and their leaders had a self-interest which they wanted to protect. Besides this, sharing their work/concerns was not to be expected as this may reveal weaknesses that no community would admit to. Others doubted the Project's ability or motives. The Project had to take these into consideration and adopt appropriate ways of working that would allow it to reach out to the older persons and their carers. Outreach work with individuals, whilst keeping in touch with Asian organisations, was seen to be the best way of reaching both older persons and their carers and Asian women with mental health needs and their carers. It still uses this method!

Over the years the Project has employed a number of part-time temporary Outreach Workers from different faith/linguistic/national backgrounds to locate The Project's work has been restricted by funding only

Mixed reception to efforts to network with Asian organisations

The difficulties faced by the Project were common to community development work

The need for outreach work

Employing part-time Outreach Workers

service users from under-represented groups. This has worked well in reaching those communities that were not very forthcoming.

Publicising the work through leaflets, posters, open days

The Project has also used and continues to use leaflets and posters to publicise its work and has organised and continues to organise Open Days to help generate an interest in its work among service users and service providers. It has also used and continues to use the monthly meetings of the Asian Carers Group (see below for more information) to reach out to more potential service users and service providers.

Involving others

Meeting with Asian organisations

Facilitating a meeting between the Chair of the Social Services **Committee and Asian**

survey

organisations Community self-

Sources of referral reflect the Project's approach and efforts to network with a large number of

organisations

Irrespective of the mixed reception, the Project saw the need to work with Asian organisations and involve them in awareness raising work about the needs of older Asian persons and their carers. To progress its interest, it arranged meetings with several Asian organisations. It also arranged a meeting in 1992 to enable several Asian organisations doing work or interested in doing work with older Asian persons to present their needs to the then Chair of the Social Services Committee. To help it acquire a more realistic picture of older Asian persons and their social and health care needs and learn more about carers in the Asian community it sought the assistance of the Universities Community Exchange programme to help it do a Community Self-Survey. The survey allowed the Project to approach various Asian organisations, both religious and others, across the city to participate. The survey was a learning exercise for all and it allowed the Project to raise awareness of the needs of older Asian persons and their carers.

Referring older persons to the Project

Service users/potential service users are referred to the Project from across the City by:

- Service users/Potential OTs
- Family members GPs
- Community members

 Health Centres

- Hospital/Area based Care Managers
- **CPNs**

And others

- service users themselves Support Workers
- Asian organisations Community nurses
- Organisations working

 Housing Department workers
- with older persons

 Sheltered Housing wardens

Assessing the older persons' and their carers' awareness of their own needs, the availability of services and their experiences of accessing these

Before this could be done, it was necessary to understand the broader social, political and financial context, including religious beliefs, languages spoken, culture/sub-culture adhered to, family structure, family support, discrimination faced, housing, education, language skills, life in the Indian sub-continent, immigration, employment in this country and so on.

This called for diverse knowledge and skills and an appropriate approach which was inclusive, holistic, participatory and with a community development focus and social care base. The Project was fortunate in that a member of its staff had vast experience of such an approach. This experience coupled with imagination in developing its work allowed the Project to learn of the needs of older Asian persons and carers.

Problems faced by older Asian persons

From its initial work the Project found that though made up of different faith and linguistic groups, the Asian communities had problems which were common to all of them and which were no different to the problems faced by the larger geographic Manchester community, although sometimes more acute, and included

- poor health debilitating conditions such as diabetes,
 CHD, arthritis
- poor housing
- poor education
- high unemployment
- alcohol and drug abuse
- debts

family breakdowns

- divorce
- abuse/neglect
- disabilities
- children in care
- smoking/chewing beetle nut /paan

To add to these, there is a significant incidence of older men with younger wives and several children. This is resulting in single parent families and more issues to address for service providers.

Needs of older Asian persons

The most common needs among older Asian persons are for

- Home care
- Day care
- Meals delivery services
- Luncheon clubs
- Sheltered housing
- Re-housing

Understanding the broader social, political and financial context

Holistic, inclusive and participatory approach with a community development focus and social care base

Problems faced by older Asian persons are similar to those experienced by other older persons

- Housing benefits
- Residential homes
- Nursing homes
- Social Security benefits

 More attention from GP s
 - More attention from community nurses
- More attention from other health Equipment and adaptations care providers

Needs of older Asian persons are similar to those of other older persons, but the context is different

An example of the Project's work with older Asian persons As indicated earlier that whilst these needs are not different from the needs of other older persons, it is necessary to understand these within a cultural context and to accept the presenting needs as needs without having preconceived notions. Failure to do this can result in an older person not receiving services.

The Project located a Bangladeshi female living alone after the death of her husband and without any family in the UK, without support from her community (partly because she lived in a part of Manchester with few persons from her own community) without the ability to communicate in English, in debt and under threat of court action, suffering from depression and on the verge of committing suicide.

Although known to the system as her husband was in receipt of social care services, the system failed to address her needs.

The Project helped her to re-locate to an area with a high Bangladeshi population and with easy access to the Project's drop-ins for Asian women. She was assisted with resolving her debt issues and encouraged to learn English.

Raising awareness and encouraging the uptake of services

From its work with older Asian persons and carers the Project learnt that written and one-off verbal information was not sufficient to bring about the necessary understanding of service provision and its relevance. From its experience the Project concluded that it needed more intensive and on going one-to-one work with potential service users. What the Project needed to do was to take into consideration the potential service users newness to services, the hope and expectation of a family member caring for them, the negative experiences some had when they tried to access services and bring about an understanding of the suitability of the services to meet needs and the sensitivity of the services to help meet their cultural practices and beliefs. What the Project had to do was to assist potential service users to acquire awareness about the services and help bring about a positive attitude change towards accessing and using the services!

With some of the service users more intensive work was necessary. This may go on for long periods of time to allow them to acquire the required awareness and understanding about services or the need to accept/access services and to have an attitude change towards their carers, including paid carers. For example:

Literature and one-off visits are not enough intensive one-to-one work is needed

Helping to bring about a positive attitude change

- where a family member is the carer and is unable to cope, convincing the cared for (and sometimes the carer) to buy in care services
- raising awareness about care assistants and how these are to be treated (getting service users to think of care assistants as professionals rather than servants)
- raising awareness about equipment and adaptations to help with maintaining a quality of life, for example the use of grab rails
- raising awareness about respite care to allow the carer to have time off from caring.

Sometimes service users do not need to be convinced about the need for a service but they simply need help in accessing it as they are not familiar with what is available, the eligibility criteria and the procedure to access the service. Some lack confidence and some are prevented from approaching a service provider by a previous bad experience.

The work with service users/potential service users calls for skills such as advocacy, promoting the use of self-advocacy, basic counselling, encouraging personal development, relationship building, partnership working and language skills. It also calls for an understanding of family dynamics, cultural and religious factors which impact on the seeking and accepting of social care services. Working with respect and valuing differences are other important aspects.

It took the Project over 2 years, outreach work from 6 social work students, the involvement of 3 Care Managers, a GP and a Practice Nurse and the Project's Outreach Worker | Drop-ins Organiser to get a family to acknowledge and accept the need for buying in personal care to allow the cared for to get appropriate care and allow the carer a break from caring.

The carer was caring for her father-in-law who is almost bed-ridden and has mental health issues, mother-in-law who has mobility problems and looking after her husband and 4 children. The caring responsibility was affecting the carer's physical and mental health.

The Project has had to work with the carer and the cared-for together and individually as well as with professionals to bring about a positive attitude change to buying in care.

Working on behalf of older Asian persons and their carers

As part of its working on behalf of approach, the Project has continuously sought to improve the awareness of service planners and providers by making available its knowledge and understanding of the social and health care needs of older Asian persons and their carers and Asian women with mental health

Apart from knowing about services, service users need confidence

Work with older Asian persons and carers calls for a range of skills

Intensive work is necessary with some service users

Participating in working, steering, strategy groups

Sometimes the Project had to invite itself to membership of groups

The Project's contributions

Some examples of policy, strategy and working groups the Project has served on/is serving on

The Project's input into the provision of services

needs and their carers. The Project sought opportunities to raise the awareness about the needs of Asian service users by participating in working, steering, strategy groups and forums set up by Manchester Social Services and by other service providers. The Project was invited to join some of these and it invited itself to others when it felt its presence could allow it to articulate the needs of its service users. The participation allowed the Project to have opportunities for

- contributing to the development of effective strategies and policies and their implementation
- contributing to the development and delivery of appropriate services
- sharing the insight at conferences and so on
- contributing to research
- capacity building smaller Asian organisations
- contributing to the training of Social Workers/ Care Managers

Contributing to the development of effective/informed strategies and policies

The Project has participated/ is participating in various working groups, policy writing groups, steering groups, strategy groups and forums and served on the management committees of some service providing agencies, such as

Black Community Care Consultation Forum, Manchester Carers Forum, Meals Strategy Group, Luncheon Club Organisers Group, Rehabilitation Working Group, Day Care Working Group, Adult Home Finders Working Group, Manchester Race and Health Forum, Carers Strategy Group, Better Government for Older People Working Group, Manchester Older Persons Network, HOP (Community Health Council) Carers Assessment and Care Planning Group, Crossroads Care, Alzheimer's Society, Residential Homes Working Group, Home Care Standards Research/ Working Group, Scrutiny Group - mental health services, NW Regional Task Force for implementing the National Services Framework for Older persons and Manchester Local Implementation Team.

Contributing to the development and delivery of culturally and religiously appropriate services

The Project has helped service providers enhance their understanding of the needs of older Asian persons and their carers and to provide for these. This has included the training of front-line social care staff from a range of providers, the identifying of and contracting with Asian service providers by Manchester Social Services and the making available, by Manchester Social Services, of day care provision for older Asians from one of its mainstream day centres.

This aspect of the Project's work, particularly the raising of social and health care professionals awareness about multi-racial working has involved addressing a number of assumptions and beliefs:

no demand for social care services from the Asian community means there is no need for these services. The Project has been able to demonstrate to service providers that where the awareness is low, take up is low. As stated before, the Project's awareness raising work has resulted in more persons trying to access services

- Asians look after their own. The Project has sought to highlight that this is no longer true. The Project is in touch with many older Asian persons who have either little or no family support. A number of the Project's service users live by themselves or with their spouses in privately owned homes, sheltered accommodation, residential and nursing homes. The nuclear family is fast replacing the joint/extended family. This trend is growing as younger persons move away from their families for economic reasons and as some do not consider looking after their own as an obligation that it once was
- Older Asian persons do not have a need for services such as day care. The need for services such as day care is often overlooked by assuming that the older Asian persons will not attend day care or that the older persons will have large families to look after them and meet their needs within the home environment.

Older Asian persons have a need for day care like other older persons and they are willing to attend day care if it was available and if the provisions took into consideration their beliefs and practices. Older Asian persons have a need to be with others of their own age and background to allow them to overcome their isolation. An older person can suffer from isolation even as a member of a large joint or extended family if there are no other older persons in the family. Older persons also need opportunities to talk to others if they have issues to raise regarding their treatment by their family members. Abuse and neglect of older persons could go undetected if the providers of services continue to think of Asian families as caring and loving families!

service users know what they need and can articulate this. The Project works with persons who are aware of their entitlements but are unable to access services because they lack the language skills, confidence or knowledge of the procedure involved in accessing a service. Some are unwilling to accept services as they do not wish to be a burden on the State. Without the Project's involvement many such service users would remain without services.

Some common assumptions & beliefs about older Asian service users

No demand therefore no need or poor take up because of poor awareness?

Asians look after their own! Do they in all cases?

Older Asian persons do not have needs for social care services

Older Asian persons do have a need for social care services

Service users know what they need and can articulate it

All Asians are the same and have the same needs

The Asian community is diverse

Sensitive services - what service users expect

Lack of sensitivity deliberate or otherwise - can result in hurt feelings and damaged relationships

Colour blind approach does not work

Most older Asian persons do not speak English

- all Asians are the same and therefore have the same needs. The Asian community in Manchester is diverse and is divided in terms of countries of origin, languages spoken and religions followed. Besides these and caste and caste-like divisions, there are other factors that lead to further divisions. The issue of class is important. Those who migrated to Britain are from different class backgrounds. Others came with good educational attainments. Some had posts in the government bureaucracy or in the army. Others were politically active. These divisions mean that demands for services will be different. As pointed out earlier, the Project is the only organisation in Manchester that works with all Asians and as such it is in a unique position to offer insight to service providers wishing to cater for diverse needs
- lack of cultural and religious sensitivity on the part of professionals/service providers can prevent the accessing of services. Religion plays a major role in the lives of most people, be this at a conscious or a sub-conscious level. What service providers do not take into consideration is that what people eat or do not eat, for example, is governed by practice which can be traced back to people s beliefs and this is passed on from generation to generation. It is therefore necessary to be aware of such concepts as Halal and Haram and being vegetarian for religious reasons as well as who will eat what and avoid what when providing services for Asian service users. Lack of this can result in hurt feelings and damaged relationships. This recently happened when a Sikh service user who was in need of a meals delivery service was offered Halal food and when a Hindu service user was delivered roast beef as part of the meals delivery service. Whilst both the Sikh and Hindu service users were meat eaters, for the Sikh service user Halal meat was not acceptable and nor was beef for the other.
- The colour blind approach assumes that because the needs are the same they can be satisfied in the same way. For example referring Asian persons to mainstream luncheon clubs and day centres. This approach fails as it does not take a holistic view, for example, to reminisce at the day centre an older Asian person would require someone who speaks the same language, who knows something about the history of the Indian sub-continent, the immigration experience, living in the UK without a family, working in the UK and so on. If he is a Muslim he would expect Halal food, he would want the care assistants to know about bathing the Islamic way and so on.
- most older Asian persons cannot speak English. Social work students on placement with the Project will testify that most older Asians have get by English which is often better than the French, German and Spanish that most UK holiday-makers are able to speak

Asian persons and their cultures. Social work students on placement with the Project, having worked with Asian families for 50 or 80 days say that they have only acquired a basic understanding of cultural and religious issues. The Project believes that short cultural awareness programmes can only provide basic information and without additional support and the opportunity to use this information prevents staff from appreciating the issues. The Project would therefore like to promote the idea of staff secondments to organisations that work exclusively with certain groups so that staff can gain an insight and a reasonable understanding of the key issues.

What is needed is an awareness of issues such as food i.e. who eats what, modes of dressing, personal cleanliness, hair care, naming systems and ways of addressing older persons among service providing professionals and the use of this awareness when planning and delivering services for Asian persons and members of faith communities whose faiths require such services. Research on such issues is available so is awareness training. What is lacking is a better appreciation of what sensitive services imply and why those in charge of providing services should become serious about using the awareness they have received.

Raising these issues with service providers and their staff and trying to change their attitudes has not been easy. The Project however sees this as central to its efforts of getting service providers to respond respectfully to the diverse needs of all social groups they are responsible for and therefore the effort continues.

Seeking mainstream services/ Capacity building smaller Asian organisations

The Project has over the years helped older Asian persons and their carers seek mainstream services and has articulated for more and different services for meeting the emerging and diverse needs. Whilst it believes that Asian organisations would be best suited to deliver social care services to their respective communities, be these based on faith, language or countries of origin, most of those known to the Project did not have premises to organise their services from and neither do they have the required understanding of what they would be required to do if they were to contract for providing services. Funding was another great factor as most of the Asian organisations do not have financial resources to develop and deliver social care services. The Project has argued for capacity building work with Asian organisations to help raise awareness about social care services and also for making available premises and adequate funding to help deliver quality services. Attempts made by Social Services to give contracts to learn to do home care failed as the

Short cultural awareness programmes are not the answer to developing an understanding of Asian cultures and religions

Staff secondments can offer a way forward in developing an understanding of cultures and religions

Better appreciation of what sensitive services imply is needed.

Changing service provider attitudes is central to responding respectfully to diverse social care needs

Asian organisations would be best suited to providing appropriate services but need adequate resources, an understanding of social care services and about contracting

organisations which sought contracts did not have a good understanding of home care and what was involved in contracting to provide home care. No viable Asian organisation has come forward to seek contracts to do meals deliveries or to do day care, except the Indian Senior Citizens Centre which is best suited to providing services for one of the Asian communities.

Seeking faith sensitive services

Faith communities have no race or national boundaries

Its seeking of faith sensitive social care and health services for its service user group is also meant to serve a wider purpose. As faith communities have no race or national boundaries the Project's awareness raising work regarding the delivery of sensitive services helps provide sensitive services for those who have either embraced new faiths like Hinduism or reverted to Islam. Such persons irrespective of their racial origins would require and therefore ask for services that are sensitive to their faiths. For example, whilst Hare Krishna followers are almost all of European descent, their faith requires of them to be vegetarians. Similarly, those who have reverted to Islam, irrespective of their racial backgrounds, would require Halal food.

Project has also worked with Muslims from Africa

The Project works with the sensitivities of service users' faiths in mind when working with those from the Indian sub-continent as well as Muslims from African countries. Manchester has a sizeable Muslim community composed of persons from several African countries and the Middle East as well as the Indian sub-continent.

Contributing to research, strategies and policies

The Project's contribution includes:

- Mental Health Social Work in General Practice, July 1996
 consultancy input on minority ethnic communities
- Extending a helping hand
 Paul Simic, University of Manchester and Ismail Lambat
 in Community Care, 2-8 October 1997
 - an article on work carried out by the Project to support Asian families to prevent abuse of older persons
- Modification of brief cognitive assessments for use with elderly people from the South Asian sub-continent
 G Rait, M Morley, I Lambat and A Burns
 In Ageing and Mental Health (1997); 1(4); 356-363
 - Project s contribution to research into assessment tools

 Health and Social Care Strategy for Older People with a Mental Health Need

Joint Commissioning Executive, November 2001

- contributed to focus groups to highlight the needs of Asian persons
- Towards a Mental Health Strategy for Ethnic Minority Communities in Manchester

Manchester Health Authority, 2000

- provided contribution on the need to include faith
- Quality at home for older people
 Raynes N et al, Joseph Rowntree Foundation, 2001
 - served on the steering group
- members of the Asian Carers Group participated in a focus group
- Community Care Plans, Manchester Social Services
 - contributing to the planning of services for black persons in general and Asian persons in particular

Sharing experience/ expertise

The Project staff take part in conferences, seminars and workshops. Examples of recent involvement include:

- North West Dementia Care Conference on Innovation and Integration in Dementia Care at Liverpool University
- delivered a workshop on the care of people with dementia from ethnic minorities: opportunities and obstacles
- Caring for carers of those with mental health needs conference organised by the Manchester Mental Health JCE and Manchester Social Services
- Our Future Health: Developing Health Services for Older People
- delivered a workshop on developing health services for ethnic minority elders
- NSF for Older People
 - addressed a meeting for older people who sit on local implementation teams in the North West

Recent participation in workshops and conferences

Contributing to the training of social workers/ practising social work in a multi-racial society

About 6 years ago the Project started taking social work students on placement. The then co-ordinator of the voluntary sector practice teachers' forum felt that the Project's work and approach would offer very good learning opportunities for students to learn about social work within multi-racial situations.

The Project saw other benefits coming from taking students on placement:

Opportunity to influence social work training and practice

Doing practice teacher's accreditation programme

Practice teaching students from all local providers

Learning to work with Asian persons

Learning to question assumptions and beliefs about Asian persons influencing social work training

influencing social work practice among older Asian persons.

Whilst the Project had a lot of work experience with service users a member of staff was required to do a practice teacher's accreditation course to allow it to comply with the requirements for taking students on placement and practice teach.

The students join the Project for 50 days if they are level I students or 80 days if they are level II and work as Outreach Workers. The students come from Manchester Metropolitan University, Salford University, Stockport College, Manchester University and Hull University.

Students who come on placement are often white and female. The Project has had a few students over the past six years who were of Asian, African and African Caribbean backgrounds.

Whilst on placement they learn more about practising social work with the service users the Project works with and come to learn about the make up of the Asian community, its cultures and faiths. Students also learn to communicate with service users whose first language is not English and with the help of interpreters with those whose English is very limited.

The placement also allows students to question their assumptions such as the ones discussed earlier. Students come to understand discrimination and its impact on Asian persons. Students have opportunities to learn about the services that are available and their suitability for the service users they work with. They are able to meet with staff from service providing agencies and have opportunities to bring about awareness of the need for services in the Asian community.

Students bring a lot of benefit to the Project and to the Asian service users they work with. As outreach workers they assist the Project to reach out to scores of service users/potential service users who the Project staff would find difficult to reach. They spend more time with service users and visit them on a regular basis whilst on placement. They bring about awareness about services among service users and do assessments which are culturally sensitive and needs led. Students refer those in need of services to service providing agencies and assist service users to obtain services.

Learning about social care services and their appropriateness for older Asian persons

In brief, students help empower service users by helping them to develop confidence, promote the use of self advocacy where this is possible, and encourage service users to use the English language skills they have.

Helping the Project to reach out to more service users

On average, students work with 7 service users. Over the past 18 months students have worked with a total of 175 service users.

Helping to bring about a 'sea-change' in knowledge, understanding and multi-ethnic working

This guided development opportunity brings about a sea-change in the students knowledge and understanding of and approach to multi-ethnic working which even the best planned and delivered one and two-day cultural awareness programmes cannot do. It is the Project's hope that students will build on this during their professional lives and share with colleagues to bring about services that address the needs of all satisfactorily. It is encouraging to know that a lot of the students the Project has had over the years have found work as care managers/social workers in racially mixed areas.

Acquiring and using understanding of Asian cultures and religions

Before joining the Project on placement, a student had not heard of the word Halal and had gone into a Halal butcher's to buy pork!

She now knows more about Asian cultures and religions including what people eat and avoid. She has already been able to use this knowledge in her part-time work to offer a sensitive service to mental health service users.

She is also looking forward to returning home to an area where little is known about other cultures and faiths and to share her understanding of multi-racial working with other professionals to enable them to offer appropriate services.

BRINGING WORKING WITH AND WORKING ON BEHALF OF' TOGETHER

Asian Carers' Group (ACG)

The Project started organising the Asian Carers Group around 10 years ago with Manchester Social Services. This joint working continued for over two years. When this ended, the Project continued to organise the Group on its own and continues to do so with great success.

Ten year history

Meetings are attended by carers and the cared for

Carers' Group

time, day, venue and

meetings:

attendance

The Project has over 300 carers/older persons on its mailing list. The list includes older persons who are the cared for persons but would like to attend meetings either with their carers or on their own. The list also includes former carers and older persons who live on their own. The list of the carers/ cared for/older persons is growing as the Project receives new referrals or is able to locate such persons through its own network.

Over the past 18 months the Project has encouraged carers of women with mental health needs to attend the Asian Carers Group meetings.

The Group meets between 11.00 am and 1.00 pm on the first Tuesday of the month at the Longsight Library on Stockport Road, Longsight, Manchester M13. Most of those who attend the meetings make their own travel arrangements. Up to ten persons are provided transport to and from the meetings. The meetings are well attended. On average 40/45 persons attend the Group's meetings. Speakers are invited from the Statutory, Independent and Voluntary sector service providers.

ACG - providing social support

The Group allows the carers/ cared for persons to meet and to share experiences and concerns as well as lend support to each other.

Bringing together Hindus, Muslims and Sikhs The presence of carers and cared for persons helps the social interaction between persons of different generations and faith backgrounds. The meetings help provide opportunities for Hindus, Muslims and Sikhs to get together not as representatives of their faith communities but as Asian persons who have similar needs and whose needs need to be addressed in ways that are sensitive to their faiths!

ACG - raising awareness

Providing a learning environment

The meetings provide a learning environment. Participants are able to learn about legislation, strategies and policies as well as services that are available, the eligibility criteria and how to access. Participants benefit from the information as well as in practical ways. For example, following meetings participants have been able to secure grants towards breaks for carers, home insulation and so on.

Joint learning by carers and the cared for

Attendance by the carers and cared for persons ensures joint learning about services. This helps with making decisions to accept services even where these have to be paid for.

The meetings allow the service users and their carers and the service providers to come together. The meetings help create a transparency between the service users/potential service users and service providers by allowing face-to-face contact between them.

Creating transparency between service users and service providers

ACG - providing opportunity to learn to participate

With positive encouragement from the Project staff, most of the carers/cared for persons who attend the meetings regularly have acquired skills to participate in meetings. They are able to follow closely the information that is provided by the invited speakers either directly if they have no difficulties in following English or through interpreters and are able to ask questions to seek clarifications as well as offer suggestions to the speakers. From being silent attendees the carers and cared for have become active participants in the discussions at the meetings.

Encouraging active participation/ involvement

Some of the ACG members, with encouragement from the Project, have participated in focus groups such as the one organised by the University of Salford on Home Care Standards. Some of the carers participated in awareness training organised by Manchester Carers Forum for Social Services staff and carers of women with mental health needs attended a conference organised by the Manchester Mental Health JCE.

Members participating in a focus group, conference and training

ACG - providing opportunity to obtain feedback

The meetings are also useful to the service providers. Those who come to address the meetings are able to learn about the needs of older Asian persons and their carers and obtain feedback on their services. They are able to use this information to help develop and deliver services for Asian service users.

Participants are able to highlight their needs, express concerns and complain. By their participation, if what they say is reasonable and is taken on board by service providers, they are able to influence the planning and delivery of services.

Opportunity to highlight needs and express concerns

ACG - inviting speakers from a wide range of organisations to provide information on their services

Over the past months the Group s meetings were addressed by speakers from:

Manchester Social Services - Carers Strategy Officer; Manchester Carers Forum Manager; Manchester Care and Repair; McMillan Nurse - information on complementary therapies for ethnic minority cancer sufferers; Project Leader, Cancer Information Service at Manchester Royal Infirmary; St. Anne s Hospice; Central Manchester Community Health Council; Prevention Team

worker from Central Manchester PCT (single assessments); Charging Unit, Manchester Social Services - information on charges for services provision; Rathbone Society - information on their work with members of the Asian community; Manchester Carers Centre - information on Time For Me grant for carers; A6 Corridor - information on Crime Prevention; Greater Manchester County Fire Service; Direct Payments, Manchester Social Services; NHS Direct; and many others.

Regular contribution from the Benefit Agency Information Officer

The Benefits Agency makes regular inputs to the Group. One of its officers attends the meetings regularly to provide advice and information on benefits and assist with filling benefits claim forms. Periodically the Benefits Agency officer addresses the meeting to explain certain benefits as well as rules and regulations for claiming benefits. Besides this the officer also provides information on issues such as pensions and how these are calculated and how pensions are paid to those who wish to live in their native countries on retirement and how benefits are affected when claimants go abroad.

Both the issues to do with pensions and the other benefits the older persons receive are important. Most older Asian persons do not qualify for full State pensions as their working lives did not extend over the required number of years. Others were unfairly treated by their employers and this is particularly true about older women who had worked and had their NI contributions deducted but these were not forwarded to the Government department concerned. Whilst most are able to live comfortably on the pension and the other benefits entitlements problems arise when such persons decide to go back to their countries of origin to spend their old age with their family members because what they can take with them is their pension and this often is too small to allow them to help meet their living expenses.

How the 'working with/working for' approach has helped bring about awareness of needs and the delivery of services?

The Project's participation in Forums, Strategy and Working Groups has enabled it to raise awareness about the services the Asian older persons needed. For example, through the BCCCF the Project was able to raise awareness about the need for day care, luncheon clubs and meals delivery services for Asian people. The Project was also able to work very closely with Social Services staff in setting up day care for Asian persons at Hillside Resource Centre. This is still the only mainstream day care provision for Asian persons and it's the only one that offers day care to Asian persons irrespective of their faith and their countries of origin.

Work with carers

To help raise the profile of Asian carers and seek services for them as well as

Raising awareness about the need for day care, luncheon clubs and meals delivery service

Assisting with the setting up of a day care service

enable them to access grants for holidays and other benefits, the Project has been closely connected to Manchester Carers Forum, the articulating body for carers. One of its staff member became involved in setting it up, served as one of its joint chairs and has continued to serve on its Management Committee and on the Carers Strategy Group.

Through this involvement the Project was able to learn about carers rights and make contributions to the Forum's development and its work with and on behalf of carers. This involvement also allowed the Project to raise awareness about carers in the Asian community and their needs.

"I see the Project and the Asian Carers' Group as my family. They provide me with the emotional and practical support I need to deal with my caring responsibilities."

- a carer looking after parents and grand-parents with various needs including mental and physical health needs.

Serving on the Manchester Carers' Forum Management Committee and Strategy Group

Contributing to the understanding of carers' rights

What one carer had to say

Employment Skills Link Work

Whilst expressing the need for more culturally sensitive home care, day care, residential and nursing care services the Project saw a near total absence of Asian employees working in the social care field. To help right this imbalance the Project successfully sought funds from a large charity about 6 years ago to help introduce unemployed Asian men and women to care related work.

The Project was the first to actively promote the take up of care-related work among Asian persons in Manchester. Whilst its efforts have not helped solve the national shortage of care staff, it has been able to contribute to the increase in the number of Asian care workers in Manchester and to the availability of sensitive care to some Asian service users. If more Asian service users were to seek care from care workers who knew their cultures and spoke their languages and if more care managers from Social Services were willing to get sensitive care for their Asian service users, a lot more Asian service users would get sensitive services and the employers would employ more Asian care assistants.

Care related work in the Asian community

The introduction of Asian men and women to care related work was not easy. Care related work anywhere does not enjoy good status. Low pay in some instances and poor working conditions/unsocial hours and a lack of guaranteed minimum hours of work also play their roles in keeping prospective employees from seeking care work. In addition to these, within the Asian community there are other reasons for keeping prospective employees from considering care related work such as caste and caste-like issues connected to care related

The first organisation in Manchester to promote the uptake of care-related work amongst Asian persons

Status of care-related work

Some reasons for not taking up care-related work

Undertaking outreach work with unemployed persons as well as members of their family work. The issue of class also hinders the take up of care work as new arrivals in the UK all irrespective of their social and economic backgrounds want to progress economically and socially and thereby acquire a class status. What work one engaged in has an impact on this. The impact is greater if work that was engaged in by lower caste persons back home was engaged in, in this country. Issues such as these had to be considered and people s attitudes towards engaging in care related work changed. The outreach work the Project engaged in had to therefore include not only the unemployed men and women but other members of their families like parents, siblings, parents-in-law and sometimes members of their faith communities.

With persistence and persuasion the Project has been able to get unemployed Asian men and women to think more positively about care related work. The Project's work and its approach has paid off. The work started off slowly and gradually picked up momentum and spread out across the city. It is now quite usual for the Project to receive phone calls from those who wish to work as care workers in residential homes, day care centres and as home care assistants.

Introducing men and women to care-related work

The Project introduced a Muslim Pakistani couple to the Personal Development Programme and care-related work. The male was a taxi driver looking for a change of direction and the female was a house-wife looking to return to work. The female was helped to find work as a home care assistant and as the male was still unsure about care-related work, the Project encouraged him to do a short course in mental health link working. He was offered sessional work. After seeing his wife enjoy the home care work and the rewards, he too decided to become a home care assistant.

Working with employers

Surveying residential and nursing homes in 1993

Poor response to the offer of cultural awareness training

Organising carerelated training to NVO levels in partnership with a local college The Project also had to include prospective employers of care staff in its outreach work as there was reluctance to employ Asian care workers as they had no history of working in care related work. To help raise the profile of the Asian care workers a number of residential and nursing homes were sent a questionnaire in 1993 to find out if they had Asian residents and if they were able to provide culturally sensitive services for their Asian residents.

Awareness training on the needs of Asian residents was also offered to home owners. The take up of this free awareness training was poor though home owners wanted to have Asian persons referred to them for residential care.

To enable those who decided to go into care related work to apply successfully for work, the Project organised training in partnership with a local college to NVQ levels I and II. This sort of training was seen to be necessary even for those who had hands-on caring experience. To prospective employers, caring experience gained informally was not good enough. For the Project this was a

re-run of training Asian women to do garment machining when they already had years of garment machining experience which was not good enough for seeking work in garment machining factories. Those who attended the care-related training were also given assistance with applying for work and with completing job application forms. For some mock interviews were conducted to allow the applicants to become familiar with interview processes. To help familiarise prospective care workers with care-related work, some of the less sure ones were placed as volunteer workers in residential homes to allow them to get a feel for the work that would be expected of them. Others were taken on visits to residential homes and day care centres to introduce them to prospective employers and the work they would engage in as care workers.

Whilst Manchester Social Services can provide/ buy sensitive home care, Manchester still does not have nursing or residential homes dedicated for Asian residents or members of the other minority communities except, a provision for Chinese people.

Manchester Social Services is in the process of identifying residential and nursing homes which would provide sensitive services for members of various minority ethnic communities. The Project is involved in this work assisting Manchester Social Services identify appropriate service providers.

Besides introducing unemployed Asian men and women to work as home care assistants and work in residential homes it has introduced a number of them to do support work with people with mental health needs and to Manchester Social Services Adult Home Finder Team. A few went on to work as interpreters with health centres and other employers.

Personal Development Programme

The training arrangement with the local college to train care workers was abandoned about 18 months ago. The major reason for this was that prospective employers of care staff were willing to provide the necessary training. The Project however continues with training inputs to enable unemployed persons seek work in care work or seek training or further education in care related work. One of its staff facilitates a personal development programme. This has proved to be both popular (attracts over 12 participants per session) and useful for those interested in care work and with social work students on placement with the Project as the sessions allow the participants to improve their confidence and help meet with the Asian participants, some of whom also do voluntary work for the Project or assist the Project with their interpreting skills. The training takes into consideration the participants background education and work and life experiences and helps build on these. Many of the participants have university level education from the sub-continent but have not been able to use it or to build on it, partly for

Re-run of experience to train Asian women in garment machining

Organising work experience

Manchester still does not have nursing and residential homes dedicated to caring for Asian residents

Other employment opportunities

Assisting participants to build on their education and work and life experiences Raising participants' awareness of education and employment systems

opportunities as well as helping participants build their confidence. This helps participants realise their potential and contribute to society.

Helping participants realise their potential

The training has allowed 10 participants to join introductory courses on social work for Black people run by a college of further education. One participant is doing a Dip. SW, 8 were introduced to link worker training to allow them to work with people with mental health needs, 3 have found sessional work as link workers, 3 have found work as support workers with a large national agency and 10 have gone onto work as care assistants in the past 18 months.

financial reasons and partly because of their unfamiliarity of the UK system.

The personal development programme allows participants to become more

aware of the education and employment systems and training/employment

Helping participants into training and work

Personal
Development
Programme - helping
participants realise
their potential

After moving to Manchester a Bangladeshi female was struggling to find work similar to what she had in London and she was also feeling isolated due to being new to the area. She was referred to the Project's Personal Development Programme (PDP) by a Link Worker employed by the local authority and attached to a Bangladeshi organisation.

She found the PDP and the opportunity to volunteer at the Project's drop-ins for Asian women useful in re-building her confidence and in securing further training as a Mental Health Link Worker and employment as a bi-lingual classroom assistant, a job that she'd held previously.

Her success encouraged her husband to attend the PDP and to develop an interest in social/community work that he had previously not considered - he had always been a chef. He now has a part-time job as an Outreach Worker and is doing a short course at a college on 'introduction to social work for black people'.

Recruiting and developing volunteers

Role played by volunteers

The Project has three full-time and one part-time staff and therefore has to rely on volunteers. Recruiting and developing volunteers is therefore a key objective of the Project.

Volunteers perform a number of tasks including locating potential service users, promoting the Project and its services, undertaking visits to gather basic information on service users and their needs and wants, and assisting with the running of the drop-ins for Asian women with mental health needs. However, the major role volunteers perform is that of interpreting for social work students who are in the main non-Asians.

In return the Project provides volunteers with opportunities to

- learn about care-related, social and community work
- improve their language skills English as well as their own
- learn about social and health care services that are available and their appropriateness for older Asian persons and their carers
- learn about the Asian communities and the issues that they face
- join the personal development programme to help them realise their potential

These opportunities help individuals develop interests and improve their chances of securing training and employment. 10 volunteers have gone on to enrol for training programmes and 9 others are actively seeking work with the Project's support.

"The Longsight/Moss Side Community Project has opened up my eyes! I didn't know that Asians lived like this! I now want to do my bit for the Asian community."

- a volunteer and a personal development programme participant.

Having lived a privileged life in India and in this country, this volunteer was surprised to see fellow Asians living in poor housing, suffering from isolation and in need of social and health care services.

Drop-ins for Asian women with mental health needs

The Project takes a holistic approach to its work with Asian women with mental health needs. Whilst it organises drop-ins for women it works with the other members of the women's families to help bring about a better understanding of mental health. It does some outreach work with Asian men with mental health needs but due to non-availability of funding it does not organise drop-ins for men nor does it have a dedicated worker to work with them. The Project also assists the women and their families with other issues they may be facing or may need assistance with. The Project assists with getting more attention from their GP's and other medical professionals and from the Social Services Department. Others are assisted with re-housing or moving into sheltered accommodation, housing benefits and other welfare benefits and benefits for carers.

The Project is very much interested in making available more information on mental health to members of the Asian community. As in other communities, mental health does not get the recognition it deserves. There is stigma attached to poor mental health. This stigma plays a greater role within the Asian community as it negatively affects the marriage prospects of all the members of families even where a single member suffers from it as well as the social standing of the family. The Project views this with great concern and would like to do more work to familiarise the various Asian communities in Manchester to learn about mental health and work towards preventing poor mental health.

Opportunities provided to volunteers

Helping volunteers into training and employment

Holistic approach

Services are needed for men with mental health needs

Working to remove the stigma associated with mental health Organising an event on faith and mental health

It is also interested in developing the role of faith in work with those suffering from mental health problems. On the 2nd of October of last year it organised a successful awareness raising event which included speakers from the Christian, Hindu, Muslim and Sikh faiths. The event was also addressed by a psychiatrist and the attendees included Asian service users from all the faith communities and professionals and staff from various service providing agencies.

Adding to the half day drop-in per week

The Project started off with a half-day drop-in per week for Asian women with mental health needs and engaging in outreach work with some of the women. About 18 months ago it added another drop-in to allow it to offer its facilities to more women as well as allow the drop-ins to be available for more hours per week.

Sources of referral

The number of women attending the drop-ins is gradually increasing as more and more women are referred to the Project by their GPs, Psychiatrists, Psychologists, CPNs and by their families. The Project also attracts women who self refer. On average 30 women attend the two drop-ins per week. The Project is in touch with over 100 Asian women with mental health needs.

Providing opportunity to meet with others from similar cultural and faith backgrounds

The drop-ins provide a safe place for Asian women to go to where they are able to meet with other women from similar cultural and faith backgrounds and share information with them. The drop-ins also have facilities for engaging the women in several different sorts of activities like art work, designing posters, embroidery, machining garments, English language classes, yoga, healthy eating and other activities.

Providing a variety of activities

Encouraging women to take up training and/or employment

The Project also encourages the women to seek employment. It encourages them to participate in the Personal Development Programme it facilitates. During the past 18 months it has enabled 5 to successfully seek employment and the Project employed 2 as part time workers for three months. At present it has 5 who assist the Project as volunteers and as interpreters. These women are making good progress and would be ready to go out to seek work in the near future. 8 were encouraged to join a taster course on Social Work organised by a local college. One has shown exceptional talent in drawing. She even takes work home as her home work. Their attendance at the drop-ins and their participation in the activities and their participation in the PDP all help the women to learn as well as gain confidence as well as get back their lost confidence in their abilities.

Helping women to improve their confidence

The drop-ins also encourage women to participate in activities organised by other organisations. In recent months they attended an event organised by the Refugee Network and another by the WHO.

Encouraging women to participate in activities organised by other organisations

Trips abroad

In November 2001 and in April 2002 trips to France were organised by the drop-in organiser as part of the development work with Asian women with mental health needs.

Some of the women who attend the drop-ins are accompanied by their support workers, OTs and sometime by a CPN. The overall responsibility for the drop-in lies with the drop-in organiser. She gets some assistance from volunteers and when the Project has students, gets support from those who are interested in mental health work.

The drop-ins are also periodically visited by a welfare rights officer to assist with completing benefits application forms, provide advice on benefits and assist women with appealing against DSS decisions on benefits payments.

Summary

With limited resources and contractual obligations to meet, the Project has achieved success in working with and on behalf of older Asian persons and their carers and women with mental health needs as well as those looking for care-related work. Whilst the availability of culturally and religiously appropriate health and social care services in Manchester is far from satisfactory, the Project can take pride in the level of awareness it has raised amongst service users and service providers. The Project s success has largely been due to the commitment, knowledge and understanding of the Asian community, effective and efficient ways of working, skills in engaging service users and providers, imaginative approach of its staff and the working with and on behalf of model. This is true of all the Project s work including the drop-ins for Asian women with mental health needs. The drop-ins success lies in the ability of the Project staff to create a culturally and religiously appropriate environment.

The Project's success needs to be considered in relation to its role as a broker, an intermediary, a facilitator and not as a direct provider of services.

The Project's exclusive focus on working with Asian persons over the years often makes people think of the Project as Asian initiated and Asian organised. As pointed out in this document, it is neither Asian initiated nor Asian organised but is interested in focusing on the social and health care needs of older Asian persons and their carers and Asian women with mental health needs and their carers. The role it has played in developing work with the above referred service users can be emulated by other organisations as well as by statutory bodies. Its work message is very clear: it is possible for organisations, irrespective of their race/faith origins, to work with communities with which they may not have much in common besides the interest to support these overcome some of their problems, as in the Project's case, social and health care problems.

Approach

Working with and working on behalf of

Holistic

Inclusive

Participatory

Anti-discriminatory

Anti-oppressive

Needs led

Evidence based practice

Community development

Personal development

Partnership

Involvement

Adult education

Research

Advocacy

Self-advocacy

Counselling

Outreach work

Practice teaching

Facilitating Learning

Ongoing work, ongoing research, ongoing reflection, ongoing learning and development and ongoing input into improving practice, has helped the Project to maximise its contribution and stay at the forefront in developing work with service users and service providers.

Future development

Desire to share knowledge with other

The Project is keen to retain its aim of providing services to the socio-economically less-advantaged, the working with and on-behalf of approach and the knowledge, skills and commitment of its staff. The Project realises that with limited funding and stringent contractual conditions, it cannot be all things to all persons. The Project is therefore keen to work with other service providers from statutory and voluntary sectors to enable them to develop and provide appropriate services such as drop-ins for Asian men with mental health needs.

Despite changes in policies and strategies at both local and national levels and attempts by service providers to implement these to provide culturally and religiously sensitive services, there is still a need for voluntary sector organisations like the Longsight/ Moss Side Community Project to play a role. Whilst the Project would like mainstream service providers to cater for the needs of Asians and other minority ethnic groups directly, it realises that the knowledge and expertise and method of working developed by the Project will not be easily emulated by mainstream providers and therefore the Project must continue its work.

The Project very much hopes that funding organisations will appreciate this and will continue to fund its existing work as well as developments.

Biography: Ismail A Lambat

As highlighted in the Chair's forward, one member of staff, Ismail A Lambat, has been responsible for developing the work with and on behalf of older Asian persons and carers.

He has been responsible for creating a vision and formulating strategy for the Project, negotiating and securing funding, promoting the Project and its work, initiating partnership working relationships, outreach work, managing staff, developing volunteers, organising the Asian Carers Group, practice teaching social work students, capacity building work with Asian organisations, advising and training on cultural and religious awareness and serving on a range of strategy, policy, steering and working groups.

Born in India, Ismail migrated to South Africa at the age of 9 in 1946. He returned to India in 1964 after completing secondary education and running his own business. He combined peasant farming (growing rice, millet and beans) and later on stone quarrying with tertiary education. Having worked as a researcher for an Indo-Dutch Project, he was awarded a scholarship to further his studies in Holland in 1972. He has been in England since May 1975.

Education

- Primary schooling, Gujarat, India
- Primary and secondary schooling, Port Elizabeth, South Africa
- Matriculation by external exam, South Africa, 1959
- BA (part-time) in Social Psychology, Economics and Sociology, University of Poona, India, 1963-1968
- MA in Community Development and Sociology, Bombay University, India, 1968-1970
- MSS in Urban Social Development, Institute of Social Studies, The Hague, Holland, 1972-1974
- Practice Teaching Award, University of Salford (CCETSW), 1996

Work

 Community Development Worker, Longsight/Moss Side Community Project, Manchester, 1978 - present.

This has included over the years:

- Organising and managing employment training schemes, 1978 88
- Working with unemployed persons, 1988-89
- Supporting services for older Asian persons and their carers, 1990 -
- Consultant (re community development work in Batley), York University, 1977

The work undertaken for York University was written up in brief in the boundaries of change in community work , Henderson et al, 1980

- Community Development Worker, Batley, West Yorkshire, 1975 - 77
- Factory worker, The Hague, Holland, 1974-1975
- Sociological Research Worker, India, 1970-72.

 A 2 year contract with the Indo-Dutch Sociological Research Project to research socio-economic and educational changes affecting the rural and urban Muslim communities in South Gujarat, India.
- Self-employed as peasant farmer, India, 1962-67 growing rice, millet and beans
- Self-employed as shop-keeper, South Africa, 1958-61.
 Helped his parents run their store before setting up on his own

Conferences and talks

has delivered workshops at a number of conferences on topics such as

developing health services for ethnic minority elders the care of people with dementia from ethnic minorities

has given talks on the Asian community at Manchester University, Salford University, Lancaster University, Manchester Metropolitan University, South Gujarat University, India, Amsterdam University, Holland, Leiden University, Holland and the Institute of Social Studies, The Hague, Holland.

Publications

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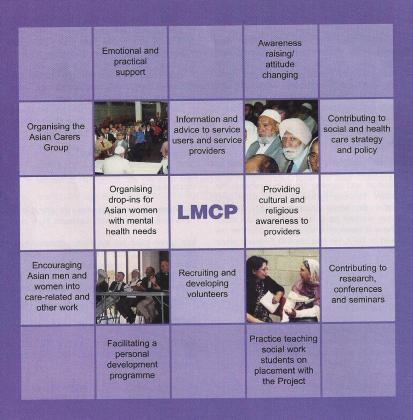
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Modification of brief cognitive assessments for use with elderly people from the South Asian sub-continent (with G Rait, M Morley and A Burns), in Ageing and Mental Health (1997); 1(4); 356-363

Longsight / Moss Side Community Project



Longsight/Moss Side Community Project The Pastoral Centre 95A Princess Road Manchester M14 4TH

Telephone: 0161 226 4632

Outreach Workers Ismail A Lambat MA MSS Satpal K Birdi BA M RIPHH Ahmed I I ambat BSc MSc Cert ES