Hounslow is a Community of communities, but it is only when we have sincere commitment to Community Cohesion that we can resolve problems and reflect the social, cultural and religious needs of all our communities in Hounslow
<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Foreword</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>What is Community Cohesion?</td>
<td>page 30 - A Creative Community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lifelong Learning and Cultural Studies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Youth Services and Connexions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Initiatives Partnership</td>
</tr>
<tr>
<td>7</td>
<td>Hounslow Achievements &amp; Challenges</td>
<td>page 38 - A Healthier Community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hounslow Primary Care Trust</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Public Health and Health Partnerships</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Social Services</td>
</tr>
<tr>
<td>8</td>
<td>Developing Community Cohesion in Hounslow</td>
<td>page 41 - A Safer Community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Safety and Crime Reduction</td>
</tr>
<tr>
<td></td>
<td></td>
<td>and Hounslow Police</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Youth Offending Service</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>page 45 - A Thriving Community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Housing Strategy and Services and</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hounslow Homes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Economic Development &amp; Business Support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Development and Regeneration</td>
</tr>
<tr>
<td>12</td>
<td></td>
<td>page 54 - An Accessible Community</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Asylums Seekers Team</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Media</td>
</tr>
<tr>
<td>13</td>
<td></td>
<td>page 58 Appendices</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Consultees</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reference Documents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Useful Websites</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Key Partners</td>
</tr>
<tr>
<td>28</td>
<td></td>
<td>page 64 Glossary</td>
</tr>
<tr>
<td>64</td>
<td></td>
<td>feedback form</td>
</tr>
</tbody>
</table>
Foreword

Community Cohesion in Hounslow - a better deal for all

Community Cohesion is crucial for the sustainability of multicultural Britain today. Community Cohesion goes beyond the concept of race equality and social inclusion. It is about the celebration of diversity and a common sense of belonging for all communities. It lies at the heart of a safe and strong community.

One of the greatest strengths of Hounslow is that we have always celebrated diversity and seen Hounslow as a Community of communities. For many years we have worked hard with our partners to ensure that we are pro-active in promoting Community Cohesion and integrating diverse communities into Hounslow. As a local authority, alongside our partners, we strive to achieve high quality services, opportunities and facilities for the needs of every section of our community. We have begun to mainstream Community Cohesion by placing it as a key priority in the Executive Business Plan and making it integral to our Community Plan entitled ‘Celebrating Diversity, and Building Cohesion’.

Meeting the Challenge is Hounslow’s working document on Community Cohesion. It is a statement about the current progress that Hounslow alongside its partners is making on meeting the challenge of Community Cohesion at a local level. We are proud of our achievements and are committed to tackle deprivation, social exclusion and disengagement.

A key to progress is the West London Alliance Pathfinder programme where we work at a sub-regional level with the London Boroughs of Ealing, Hammersmith & Fulham, Harrow, Hillingdon and Brent. This programme is pioneering the way forward for the public, voluntary and private sectors to address Community Cohesion issues.

This does not mean that we have all the solutions. Community Cohesion is about continued assessment and improvement. It is about listening to and addressing the real concerns of marginalised sections of the community. We want to improve the aspirations and opportunities for, and meet the needs of the young people of Hounslow. They are the future of our community, and we have to provide leadership and opportunities so that they feel that they belong, and can make a positive contribution to our borough.

In addition Hounslow like many of our West London boroughs, is constantly changing with the arrival of new communities. We recognise that we have to continue to develop our strategies on new arrivals and refugees to ensure that they are provided with services that meet their needs and gives them the capacity to become integral to mainstream community life in Hounslow.

There are many emerging and crosscutting developments for Hounslow and we have to be pro-active in response to the complex issues that come before us. These are the challenges for us as a public authority if we want to provide real leadership for our local community. It is only when we have sincere commitment to Community Cohesion that we can resolve problems and reflect the social, cultural and religious needs of all our communities in Hounslow.
“As councillors and community leaders we are elected to serve all people in our wards. We recognise the importance of building a cohesive community, founded on principles of citizenship and equality of treatment. In our dealings with our constituents, fellow councillors, the media, faith groups, community organisations and businesses we will endeavour to assist in building and maintaining good relations between different sections of the community. We will not, in campaigning materials or in our dealings with constituents and other members of the community, seek to create or exacerbate divisions between different groups within the community. We are committed to correcting and overcoming misperceptions and prejudices in working to create a safer and strong community. We are committed to the creation of an environment in which the traditions and values of different groups in society are understood and respected. We will work to truly make Hounslow a community of communities through celebrating diversity and building cohesion.”

Vision and Political Leadership—Statement of Commitment

Cllr John Chatt (Leader of the Council)
One Hounslow

Cllr Colin Ellar (Deputy Leader)
Children and Lifelong Learning

Cllr Pritam Grewal
Better Performance

Cllr Ruth Cadbury
Enhancing our Environment

Executive Members in green

Cllr Jagdish Sharma
Resources for Future Improvement

Cllr Gurmail Lal
Supporting Vulnerable People

Cllr Bobbie Wason
Improving Customer Care

Cllr Krishan Chopra
Sustainable Mixed Housing

Cllr Darshan Grewal
Positive Regeneration

Cllr Amrit Mann
Promoting Community Cohesion & Community Safety

Cllr Peter Thompson
Conservative (Leader)

Cllr Councillor Ray Fincher
Liberal Democrats (Leader)

Cllr Phil Andrews
Community Group (Leader)

Cllr Luke Kirton
A Bee C (Independent)
Community Cohesion became a key focus after the riots in Bradford, Oldham and Burnley in the summer of 2001. Following the disturbances various reports were written which identified the causes of the disturbances. The Cantle, Denham Ritchie and Ouseley reports were instrumental in the development of Community Cohesion. For further information please refer to www.homeoffice.gov.uk

The investigations identified deep social polarisation, racial segregation, fragmented communities, disenfranchised youth, mistrust and ignorance about other communities. Racial isolation was prevalent amongst social and cultural networks.

Specific issues highlighted in these reports are:

- Weak political leadership, resulting in an absence of an agreed vision and lack of trust in public institutions solving local problems
- Poor joint working between community, faith and business leaders and ineffective representation of the communities they serve
- Older community and religious leaders failing to represent and communicate young people’s interests.
- Lack of adequate social, recreational, leisure, sporting and cultural activities for the young which can breed frustration and anti-social behaviour
- Inter-community resentment stemming from competing for regeneration resources
- Obstacles preventing the engagement in the labour market
- Situations where communities exist in isolation and remain ignorant of one another’s cultures and values
- Situations where racist groups operate
- Irresponsible media coverage exacerbating community relations
- Where the concerns of an increasingly disaffected white community are ignored

National developments in the Race Relations Legislations and the recommendations of the Stephen Lawrence Enquiry have provided the statutory framework for the Community Cohesion agenda. The Race Relations Amendment Act (2000) places a positive duty on local authorities to promote race equality, including the promotion of good relations between people from different communities. The social policy context is provided by the National strategy for Neighbourhood Renewal intended to tackle social exclusion in all its forms.

The European Union has established a common framework to tackle unfair discrimination on six grounds: sex, race, disability, sexual orientation, religion and age, which the UK is committed to implementing.


Hounslow Council with its partners are working to tackle all strands of unfair treatment and discrimination.
DEFINITION OF COMMUNITY COHESION

The Local Government Association defines Community Cohesion as:

- A common vision and sense of belonging for all communities
- The diversity of people’s different backgrounds and circumstances are appreciated and positively valued
- Those from different backgrounds have similar life opportunities
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

The Local Government Association guidance on Community Cohesion aims to promote Community Cohesion based upon greater interaction between communities. The Government has proposed practical mechanisms for mainstreaming Community Cohesion by asking all service providers to scrutinise their strategies and delivery plans and to analyse to what extent they are promoting Community Cohesion. For further guidance please refer to the LGA Guidance on Community Cohesion. www.lga.gov.uk

HOUSE OF COMMONS SELECT COMMITTEE INQUIRY ON COMMUNITY COHESION.

The House of Commons is holding an enquiry into Community Cohesion after many local authorities and agencies developed programmes to seek to ensure that there would not be a repeat of the disturbances in the northern towns. Hounslow submitted a report to the Office of the Deputy Prime Minister (ODPM) examining some of the challenges for the borough, and the impact of national and international developments for Community Cohesion in Hounslow. For a copy of the report please refer to the House of Commons website on www.parliament.uk/parliamentary_committees/odpm.cpm
Hounslow is an area of real contrasts. It is one of London’s largest borough, with miles of riverside and historic parks.

Hounslow is one of the most culturally diverse areas in the UK.

There are over 140 languages spoken in Hounslow.

Hounslow currently supports about 700 asylum seekers.

There are approximately 8,000 refugees in Hounslow.

36% of the population is from minority ethnic communities.

As London’s international gateway from Heathrow, Hounslow is a major business location.

Hounslow faces traffic congestion and pollution problems equal to central London.

Hounslow’s recent economic growth has contributed dramatically to London’s overall employment, but average earnings for our own residents are amongst the lowest in the capital.

There are over 800 active voluntary organisations in the borough.

Hounslow’s population is set to steadily increase, with the proportion of the community from black and minority ethnic communities estimated to increase to more than 50% of the overall population by 2010.

Heathrow’s Terminal 5 - equivalent to building a new Gatwick alongside what is already the world’s busiest airport will put enormous pressures on the local environment in terms of air pollution, noise and increased traffic congestion. It will also provide significant employment and learning opportunities for local people.

Three of our town centres in Hounslow, Brentford and Feltham are being transformed creating major new retail and leisure opportunities, jobs and homes.

Radical changes to health service delivery are being made with a completely modernised West Middlesex Hospital and a new Primary Care Trust seeking to tackle health inequalities.
Hounslow has a lot to be proud of. We have worked hard to promote Community Cohesion over the years in order to work towards developing a settled community that we can all enjoy. We recognise that our greatest asset is the richness and diversity of our local population and we have been willing to invest in inclusive schools, leisure, policing, health and community safety in order to reach out to communities and meet individual needs.

But we are not complacent. Though we celebrate and value this rich mix, we acknowledge it presents us with many challenges. Many local people suffer from economic deprivation and racial harassment. We need to continue to build on past successes and use our diversity to build an inclusive borough that understands individual and community needs and provides the services to meet them.

An ongoing challenge that the borough faces is the fact that while being one of the UK’s most diverse, multi-ethnic boroughs, we are ineligible for many of the major funding opportunities that many other boroughs - including Kensington and Chelsea and Westminster - can claim. Though Hounslow contains a number of hotspots of deprivation and disadvantage we are unable to access Government Neighbourhood Renewal Funding or any of the associated grants, since we fall just outside the 88 most deprived local authorities in the country.

Our Community Cohesion Action Plan will be a focus for drawing together all efforts to ensure that we can work across the borough to deliver services to socially isolated communities and promote greater opportunities for everyone. Community Cohesion is a key priority of the Council’s Executive Business Plan and through the Local Strategic Partnership, the Community Plan and these documents we will monitor the performance across the Council in order to build an infrastructure to sustain our diverse community.

ACHIEVEMENTS

- The School Standards Minister has congratulated the borough on our performance in Key Stage 2 and 3 exams and our OFSTED report highlighted our good performance in raising literacy and numeracy.
- Hounslow was one of the first councils to set up a Community Safety Partnership bringing together the council, police, businesses and the voluntary sector to develop a blueprint to tackle crime.
- Initiatives have included setting up ten third party reporting sites across the borough where residents - who might feel reluctant to approach the police - can report a crime to another organisation.
- Appointment of a domestic violence coordinator in order to develop a multi-agency approach that can reach out to all communities. A pack is has been produced for workers in the field.
- Hounslow is one of the first boroughs in the country to introduce a faith liaison police officer to forge links with people from all communities.
- Our Youth Service provides outreach programmes to disenfranchised young people from all sections of the community in different parts of the borough.
Hounslow’s Social Inclusion, Welfare Benefits and Money Advice Unit prove a valuable service to vulnerable sections of the community. They provide outreach and drop in support at Canal House (mental health support), Mulberry Service (cancer support) and the GUM clinic (sexual health support). The Unit also has a help line to deal with financial and debt problems and undertakes debt counselling sessions on social housing estates. They also represent people at court and tribunals about repossessions and benefit appeals for disabled people.

Hounslow’s Community Languages, Translation and Interpretation Unit was assessed as providing a good ‘two star’ service by the Audit Commission. The unit offers a well-respected, high quality translating and interpreting service covering 77 languages, with qualified and experienced staff.

The Hounslow Voluntary Sector Compact was one of the first local compacts in England, and has successfully been renewed. It aims to reach out to more service providers, improve partnership relationships and encourage more effective involvement of local groups.

Hounslow was one of the first councils to pilot neighbourhood wardens tackling crime and antisocial behaviour on estates. Now in its third year, the scheme has been praised by the Metropolitan Police and crime figures for those areas have shown a decrease in reported crime since the scheme began.

Hounslow has implemented a Communities Against Drugs initiative with targeted intervention across three identified drugs hotspots in the borough, which saw a reduction of 27% in reported drug crime on one estate alone.

98% of the schools in Hounslow have the Healthy Schools Programme.

CHALLENGES

Despite the many challenges facing Hounslow, the borough is unable to access additional resources such as the Neighbourhood Renewal funding that many of our neighbouring boroughs are eligible for, since we just fail to qualify as one of the 88 most deprived local authorities in the country.

There are many drivers against Community Cohesion in Hounslow. It is clear from the Police and other sources of intelligence that there are groups active in Hounslow who could seek to exploit issues such as poverty and social exclusion.

In areas of deprivation there are those who are disengaged from the whole process and feel that their concerns are not being addressed. This is true across the indigenous white and established Asian communities as well as the more recent Somali, Albanian and Kosovan communities. Children from these communities are the most vulnerable to racial harassment and bullying. These communities can suffer from disorientation, depression, mental health and language problems, which prevent them from accessing basic services.

Young people from all communities have articulated their concerns at the scarce youth provision in Hounslow. This has resulted in them hanging around local streets and areas where residents have perceived them as a nuisance. Lack of constructive opportunities can lead to increased anti-social behaviour, criminal activity and social exclusion.
Media coverage on issues such as asylum has at times exacerbated community tensions and had an impact on communities and some residents have come to believe that asylum seekers are absorbing all the local services, preventing them from accessing them.

The development of Terminal 5 and the possible third runway could have impacts on Community Cohesion. There are many thousands of construction workers being brought into the area and there will be an increased demand for local services, in addition to environmental, noise and traffic implications for the local area. The Local Strategic Partnership is currently addressing the socio-economic implications of Terminal 5.

There is a proposal from the Home Office to locate one of the biggest induction centres for new arrivals, in Hounslow. The London Borough of Hounslow has to deal with the complexity of balancing the needs of local residents who are concerned about local provision and the needs of vulnerable new arrivals who may need specialised health and other care while going through the induction programme.

The wars in Iraq and Afghanistan have resulted in increased concern in the Muslim Community for its security. Potential for unrest increased when the news that Britain’s first alleged suicide bomber was from Hounslow emerged in the national media. This put Hounslow’s Muslim community in the media spotlight. Discussions with Muslim youth have indicated that some young people are concerned about the future and the acceptance of Islam by mainstream society. There have been reported increases in Islamaphobia since 11th September 2001. Some young Muslims have suggested that under the Terrorism Act 2000 they could be penalised for failing to disclose information and if they do so, this could be used against them.

The London Borough of Hounslow through the Local Strategic Partnership is working to address some of these community concerns and to provide a mechanism to rectify them. Many of these concerns are similar for other West London boroughs and the West London Alliance Pathfinder is seeking to develop a programme of action on sub-regional community tensions.
Hounslow’s Community Plan was published in July 2002. This Plan sets out an over-arching strategic vision for the Borough agreed in close collaboration with key partner agencies. The key objectives in the Community Plan are to seek to develop -

- A safer community
- A healthier community
- An accessible community
- A thriving community
- A greener community
- A creative community

The Community Plan is currently being reviewed with a clear commitment to continue to incorporate Community Cohesion as a key priority throughout its programme.
Hounslow Council’s Strategic Vision and Priorities

Hounslow Council is working in partnership to improve the quality of life and opportunities for the people of the borough, and to celebrate diversity and build cohesion amongst our diverse communities.

“ONE HOUNSLOW”
Leading and promoting Hounslow as a successful and diverse community of communities

PROMOTING COMMUNITY COHESION & COMMUNITY SAFETY
Diversity, culture and Community Cohesion; reducing fear of crime and serious crimes

CHILDREN AND LIFELONG LEARNING
Successful schools, achieving the full potential of our children, fulfilling our ‘corporate parent’ role and providing full opportunities for lifelong learning

SUPPORTING VULNERABLE PEOPLE
Reshaping services to adults, and improving partnership working to support a range of vulnerable groups

ENHANCING OUR ENVIRONMENT
Improving the visual impact of the local Streetscene through waste minimisation and recycling, and new high quality and sustainable buildings. Promoting positive development of local transport networks and lobbying over Heathrow for Hounslow’s residents

SUSTAINABLE MIXED HOUSING:
working towards our ‘decent homes’ target for Council Housing; tackling homelessness and reducing the use of B&B accommodation; sustainable housing with homes available to rent or buy for people with a range of incomes, including key workers

POSITIVE REGENERATION
Progressing our key developments including Hounslow Town Centre (Key Site One), Feltham Town Centre and Brentford.

IMPROVING CUSTOMER CARE
Improving the customer experience of Hounslow Council and developing our consultation and communication arrangements

BETTER PERFORMANCE
Strong performance management to improve outcomes for our residents

RESOURCES FOR FUTURE IMPROVEMENT
Developing the Medium Term Financial Plan’s objectives and improving procurement to deliver cost effective, value for money services for the borough; revising our Human Resources strategy and achieving Investors in People across the Council; and improving management of the Council’s property
Given the heightened awareness of issues after the northern disturbances, a number of local authorities began initiating Community Cohesion work programmes. The Government Office for London was keen to look at social exclusion, alienation and disaffection and Hounslow was one of four London Boroughs chosen to develop a Community Cohesion programme - the others being Camden, Tower Hamlets and Southwark.

A Community Cohesion Steering Group has been initiated which consists of key partners from within the Council, major agencies, external service providers and voluntary groups. The steering group has supported a Co-ordinator who has drawn together the threads of the work programme.

Hounslow has focussed on:

- Promoting the inclusion of newly arrived communities with particular, but not exclusive reference to young people of Somali and other East African ethnic origin.
- Developing opportunities for disaffected White youth.
- Promoting the development and inclusion of minority ethnic communities, mainly resident in pockets of deprivation in central Hounslow especially Heston, Cranford and Hounslow wards.

The approach within these themes has been to focus on addressing Community Cohesion for young people. It is recognised that a combination of poverty, family pressures, limited youth provision, racism and failure to access educational opportunity can result in a significant number of young people destined for under achievement and social exclusion. This situation can be compounded by periodic inter-ethnic group and inter-community rivalry and tension. The nature of this is fluid as the community evolves and international events and external forces impact on the local area.
In deploying the project funding it was decided that Hounslow should build on good examples of community projects. Funding was allocated to projects that promoted cross-cultural contact, good citizenship and skills development for marginalised communities. Selected projects were innovative and specifically targeted potentially socially excluded sections of the community in deprived areas of Hounslow.

In addition, the Co-ordinator established links with key stakeholders to advocate that Community Cohesion should become a key priority in their work programmes. Community Cohesion has begun to explicitly influence major delivery programmes in Hounslow, such as Sure Start, The Princess Trust, The Youth Services, Positive Activities for Young People, Connexions, Hounslow Local Football Partnership and other partners who were already developing good practice.

On completion of the projects, publicity disseminated the achievements of the projects undertaken. This has sent a powerful message that Hounslow celebrates diversity and values all sections of society. In order for community groups to continue with projects, a programme of capacity building is being developed to ensure that these initiatives can be sustained in future.

**HOUNSLOW’S PLAN ON COMMUNITY COHESION**

The Local Government Association and Government guidance places emphasis on the mainstreaming of Community Cohesion. For the long-term sustainability of a diverse community like Hounslow, it is crucial that all service providers ensure Community Cohesion is integral to all aspects of service delivery. The Community Cohesion Steering Group is working to develop a clear vision, action plan and performance indicators that effectively monitor the implementation of Community Cohesion in Hounslow. In particular Hounslow is mainstreaming its approach to cohesion through its Equality Management Framework.

**COMMUNITY COHESION YOUTH CONSULTATION**

In order to identify the areas for capacity building and understand better the disenfranchised sections of the community, a youth consultation was commissioned. It was felt that consultation with young people from hard to reach areas would provide useful information for all service providers. Youth were questioned about the issues that affected them, their sense of belonging, their utilisation of services and their aspirations. The consultation provides us with a real insight about the experiences of being a young person in Hounslow today.
Mainstreaming Community Cohesion

Community Cohesion is being mainstreamed at every level of service delivery in Hounslow reaching out to all sections of the community.
Hounslow has a rich diversity of communities, languages, religions and generations and this reinforces the need to place Community Cohesion at the heart of promoting diversity and equal opportunities in Hounslow.

The equalities agenda in the past was characterised by a focus on some groups only, creating a false belief that equal opportunities was relevant for some groups only. This created the perception that promoting equality of opportunity was about redressing disadvantage to benefit some groups against others, contributing to misunderstandings between diverse groups. The litmus test of any action to deliver Community Cohesion is how well we understand and respond to community disaffection, perceptions of unfairness, inequality of access and of opportunity.

Hounslow Council’s Equality Management Framework addresses this by redefining the equalities agenda to include all groups who are in need as its designed to combat social exclusion for all our disadvantaged communities but also to contribute actively towards creating an inclusive, integrated, enriched, optimistic and secure life for all citizens within our local communities. Hence, the development and promotion of a compelling vision of a diverse equal society and the integration of equality and diversity into all our policy and service delivery activities and a leadership which values diversity and unites all groups is the cornerstone of the Council’s revised Equal Opportunities and Diversity policy.

As a major step forward, the Council will consolidate our Community Cohesion aspirations with our equalities commitment and produce a joint Community Cohesion and Corporate Equality Plan. The integrated plan is evidence of our unequivocal commitment to mainstream community cohesion and locate it firmly within the policy and service delivery domains of the Council.

The sustained ability to deliver to our equalities commitment is key to maintaining social and Community Cohesion and the Council’s Equalities Management Framework details our programme of action to support our aspirations for our local communities.
The Executive agreed a Corporate Equalities Management Framework which set out the Council’s arrangements for the management of equalities. The **Council’s Equalities Management Framework** puts forward 8 Areas of focus for the Council to work towards in response to the Equalities Standards. These are as follows:

<table>
<thead>
<tr>
<th>Levels of standards</th>
<th>What does the Council need to do?</th>
<th>How is Community Cohesion integrated with Diversity and Equality.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To achieve level 1 of the standard</td>
<td>The Council needs to demonstrate a <strong>Commitment to a comprehensive equality policy.</strong></td>
<td>The revised Equal Opportunities and Diversity Policy has put forward the promotion of Community Cohesion and Community Leadership as a strategic equality objective to reinforce the message that maintaining social and community cohesion through promoting diversity and equality is a key priority.</td>
</tr>
<tr>
<td>To achieve level 3 of the standard</td>
<td>The Council needs to demonstrate that it has a Race Equality Scheme and a Corporate Plan in place with targets and objectives.</td>
<td>The Corporate Equality Plan will set out the Council’s key targets for achieving community cohesion.</td>
</tr>
<tr>
<td>To achieve level 4 of the standard</td>
<td>The Council needs to develop its information systems and monitoring against targets</td>
<td>Community Cohesion needs to be supported by Ethnic Record Keeping and Monitoring Data to identify the spatial location of communities and the take up of services by communities. A Management Information system agreeing Corporate Ethnic categories and other client information is being developed.</td>
</tr>
<tr>
<td>To achieve level 5 of the standard</td>
<td>The Council needs to achieve and review its outcomes</td>
<td>The review will include an audit of the targets set out in the Corporate Equality Plan for Community Cohesion.</td>
</tr>
</tbody>
</table>
The Local Strategic Partnership (LSP)

Local Strategic Partnerships are an important part of the Government’s Modernisation agenda. They form part of a wider remit to provide public services designed to meet the needs of local people. This is illustrated in the National Strategy for Neighbourhood Renewal where it is suggested that tackling issues for regeneration and reaching disadvantaged communities is best delivered through a planned and ‘joined up’ way.

Hounslow is not eligible for neighbourhood renewal funding, thus there was no obligation to establish a LSP. However, Hounslow has fully supported the development of a LSP in order to draw partnerships together and to improve local services by tackling key cross cutting issues across the Borough.

The main priority of Hounslow’s LSP is to monitor and review the Community Plan ‘Celebrating Diversity - building Cohesion’.

The importance of an established and functioning LSP, which actively drives the Community Cohesion agenda, is identified in the Executive Business Plan: Working to improve the quality of life and opportunities for the people of the Borough, in partnership with external agencies and promote cohesion amongst our diverse communities’.

Three members of the Community Cohesion Steering Group also sit on the LSP, thus ensuring that Community Cohesion is integral to the work plan of the LSP.

Community Safety Partnership

Hounslow was one of the first councils to set up a Community Safety Partnership bringing together the Council, Police, Probation Service and local businesses to develop a blueprint to tackle crime and disorder in the Borough. It has expanded to include the Primary Care Trust, Fire Service, Hounslow Magistrates Court, Crown Prosecution Service, Voluntary Sector Forum, Hounslow Race Equality Council, Youth Offending Service and Drugs Action Team.

Since 1998, the Partnership has taken on the responsibility for the Crime & Disorder Audit and the Crime Reduction Strategy. The production of an Audit and Crime Reduction Strategy is a statutory requirement under the Crime & Disorder Act 1998. All partners are committed to reducing crime and disorder, or the fear of it; and to improving the quality of life overall for those who live, or work in, or visit the Borough.

The Multi Agency Partnership against Racial Harassment

The Multi-Agency Partnership, with key partners such as Hounslow Racial Equality Council are crucial for the promotion of Community Cohesion. By tackling racial harassment its partners are equipping marginalised communities with the confidence to participate in mainstream society.

The MAPARH was the first multi agency forum in the country to implement joint Racial Harassment training with the Metropolitan Police and the voluntary sector.
A work programme was devised in consultation with partner agencies such as Hounslow Racial Equality Council, registered social landlord’s and the Metropolitan Police.

This included:

- Devising a declaration of intent outlining aims and objectives, responsibilities of member agencies and rights of agency representatives.
- Developing a common multi agency logo.
- Circulating a borough wide Racial Harassment Poster which was distributed to all partner agencies.
- Circulating Racial Harassment leaflets and rights cards, which were deemed by LARRIE to be a model of Good Practice.
- Organised an Anti Racist Youth Conference at a West London college (which has helped gauge the views of the indigenous youth.
- Establishing and developing a community based racial harassment network, which are being used as third party reporting centres.
- Adopting and implementing the Stephen Lawrence Enquiry definition by all partner agencies, ie ‘A racist incident is any incident which is perceived to be racist by the victim or any other person’.

Youth Crime Stakeholder Group

The Youth Crime Stakeholder Group aims to increase youth participation in activities, particularly the engagement of marginalised young people. Through promoting activities it seeks to prevent young people from participating in anti-social and criminal behaviour.

Particular targets for 2003/4 are:-

- ensuring that at risk young people are engaged in the Positive Activities for Young People programme.
- developing a help line for young people especially in relation to bullying, victims of street crime and anti-social behaviour.
- reducing crime and promoting Community Cohesion by hot spot outreach youth work to young people.
- reducing motor vehicle crime via the motor bike project.
- reducing offending by delivering parenting programmes to parents of young offenders.
- reducing bullying, street crime and racist attacks via the Safer London outreach project, a partnership between Hounslow Asian African Youth association and the Youth Offending Service.

Supporting Community Cohesion

All stakeholder activities are underpinned by the objective of promoting the development of Community Cohesion, enabling communities to fulfil their potential and creating opportunities for young people.
Hounslow Voluntary Sector Forum is involved in the Hounslow Community Cohesion Steering Group and in the West London Alliance Pathfinder.

“IT is directly involved in the promotion of Community Cohesion with a wide range of voluntary and community groups, including Black Minority Ethnic and refugee organisations, eg African Policy and Research Network, Dituria (Albanian and Kosovan Community Organisation) and Hounslow Asian African Youth Association. It is also working closely with groups in some deprived, predominantly white areas of Hounslow.

Hounslow Voluntary Sector Forum is represented on a number of partnerships, including Sure Start, Children’s Fund, Connexions, Public Health Development Group, Information Referral &Tracking Steering Group, Local Strategic Partnership, Community Renewal Network.

This year the Forum will be focusing on providing more training for voluntary groups and developing the embryonic community renewal network. Most of the new groups coming to Hounslow Voluntary Sector Forum for advice are from the Black and Minority Ethnic communities. Hounslow Voluntary Sector Forum would like to support more sports projects, in addition to ‘job creation’ initiatives for young people in deprived white areas. This would help to engage socially excluded youth.

Hounslow Council has done a good job so far in promoting Community Cohesion. There is a danger that if there is no more money available from the Home Office - or another source - it may not be taken much further. ‘Mainstreaming’ can only happen if there are dedicated individuals and sufficient resources to move it forward. The Local Strategic Partnership has a key role to play in this respect.”
As one of the most ethnically diverse regions in the country West London has much to be proud of. In general terms a cohesive and inclusive community has largely been sustained. However, past experience tells us there could be challenges ahead. Four West London Boroughs (Brent, Ealing, Harrow and Hounslow) have higher concentrations of Black and Ethnic Minority residents than some of the inner London Boroughs. Traditionally inner London Boroughs have been perceived as having higher averages of Black and Minority Ethnic residents. The West is one of the fastest growing sub regions in London. Between 1990 and 2000 the population increased by 13%. Employment growth is strong, increasing by almost 4% over 1995-2000 and unemployment remains low at 4.1% (2002). The West falls within the top two of London’s sub-regions and performs well relative to the rest of urban England. It is strong on social well-being indicators and has relatively low levels of multiple deprivation. The economy of West London is set to deliver well over 100,000 new jobs by 2016. The anticipated growth in population is expected to increase faster than current plans for housing provision. There is likely to be a shortfall of 35,000 homes just to accommodate these new households. Housing deprivation, as a result of overcrowding and poor conditions, is severe in parts of the sub-region. Reported crime rates continue to be relatively high for the region as a whole.

The WLA has identified a number of stress points that threaten Community Cohesion including:

- The impact of a number of new communities in West London and tensions associated with them.
- The needs of young people to work together and to be aware of the needs and aspirations of young people from different backgrounds.
- An increase in gun crime and drug related violence, often being perpetrated by gangs from particular communities and often acting in competition with gangs from different communities.
- A concern with racial harassment and hate crimes. A common problem across all six boroughs is a low level of reporting of such crimes although Hounslow has the fourth highest reporting rate in London.

The Pathfinder is based on the view that communities in West London have mostly lived together harmoniously in recent decades and that when racist attitudes have surfaced they have been robustly challenged. The political leaders of all boroughs have taken part in dealing with issues of community cohesion, often in partnership with other statutory bodies, the business sector and the voluntary and community sectors. The approach adopted has helped to build a largely prosperous sub-region where the constant arrival and development of new communities has been effectively managed, for the economic and social benefit of the large majority of people in West London.
The West London Pathfinder Partnership aims to:

- Build or strengthen connections between communities where these are weak
- Establish better understanding of communities, establish intelligence and information systems to monitor tensions and well being, and institute systems to tackle tensions or sources of potential tensions
- Re-engage disengaged communities (including certain white communities)
- Strengthen the belief in and commitment to the benefits of diversity
- Counter perceptions and actions, including criminal activities, which separate communities or create mistrust
- Develop the capacity, skills and confidence of local networks and communities so that they themselves develop and promote Community Cohesion on a sustainable long-term basis
- Ensure that this approach to Community Cohesion is incorporated into the services, programmes and day to day activities of all partners in West London.

The West London Alliance Pathfinder has just completed a report on ‘Good Practice in Community Cohesion’. It highlights good practice of projects that are being implemented in West London, and strands that lead to successful working practice. For a copy of the report please contact the WLA Pathfinder Coordinator, Claire Codling on 0208 825 8110 or email at codlingc@ealing.gov.uk
Three Theme Groups will be responsible for the day-to-day work of the Pathfinder

Theme Group 1
Information and Communication

This theme group includes a mix of representatives from all sectors, engaged in a process of research, skills development, some technical project work, and the application of lessons learned to a long-term strategy for working with the media, as well as to day-to-day operations and communication within and across sectors and communities. The theme group provides the key information base for other groups and for policy developments and future operations across all sectors.

Theme Group 2
Public sector meeting the challenge of Community Cohesion

This theme group includes a concentration of representatives from the public sector partners. It will also have ‘twinning’ representatives from the voluntary and business sectors in order to ensure different perspectives on public services are taken into account and that there is an effective two-way transfer of understanding and experience.

The aim of this group will principally be to ensure that the agreed approach to Community Cohesion is incorporated into the programmes and day-to-day activities of the public sector partners in West London.

Theme Group 3
Youth and community development and strengthening community and voluntary activities

This theme group includes a concentration of representatives from voluntary sector organisations but there will also be local authority representatives. It has a twinning process for projects, linking voluntary sector and local authority officers to build understanding and experience (in both directions) and to ensure that necessary changes in procedures, day-to-day operations and allocation of resources are implemented in the light of the seminars, the demonstration projects and the ‘Community Champions’ project.
Young people have a key role to play in bringing about Community Cohesion and therefore it is important that their voices are heard in putting together any work programme on Community Cohesion.

In order to achieve this, Hounslow commissioned independent interviews and discussion groups to engage young people on how they perceived the issues affecting the barriers to engagement with services, community involvement and a sense of belonging, with particular reference to white and newly arrived communities. The target age group was 13 to 21 years old.

Young people were consulted from a wide range of ethnic backgrounds including White, Asian, Somali, African and Eastern European. Young disabled people were also consulted and questionnaires were distributed to schools and youth clubs.

Contact was made with young people at youth clubs, through outreach on the streets, parks, sports events, festivals, housing estates, popular venues (MacDonalds Feltham and Brentford) and organised focus groups within some communities.

We value the comments young people have made about living in Hounslow. However, we also recognise that these views do not represent the perceptions of all young people. This exercise was developed to listen to the concerns of young people at risk of social exclusion and alienation.

The perception of the young people interviewed does not reflect a complete picture of service provision in the borough. Many of the issues raised are already being addressed by service providers. However the lack of awareness about services has highlighted that more work needs to be done to promote the initiatives that are being implemented and developed.

**FINDINGS**

**Youth activities**

- Young people highlighted the need for more information about available community and youth activities.
- Some felt that facilities and activities did not adequately meet their needs and interests and there was a reluctance to travel outside their immediate neighbourhoods to attend youth centres.
- An absence of youth activities at weekends or over certain periods of year left youth idle and prone to get in trouble.
- Girls found youth activities limited in what was offered.

- Facilities often attracted young people on racial lines leaving others excluded from what is provided.
- Young people said that issues that prevented them using existing services ranged from the cost of leisure services, fear that parks and open spaces might be unsafe to a lack of knowledge of what activities and events were on in the borough and a lack of choice of activities eg skate boarding or graffiti art walls.

**Youth Activities for Newly Arrived**

- Sports, especially football, is to some extent being successfully used by community groups to prevent young refugee males from hanging around the streets, smoking and drinking and possibly at risk of involvement in crime. Not only has this provided a major source of socialising it has also provided some opportunity for young people to come into contact with other communities.
- Young Somalis in particular and other refugees have benefited from community run youth activities (Hounslow African Asian Youth Association and East African Youth Group) though generally they did not access Council run youth services.
- Separate provision of sports and cultural activities were felt to be a necessity to assist newly arrived communities settle whilst providing space to socialise in an otherwise strange and often hostile environment.
- Young people from refugee communities expressed a wish to be given the opportunity to participate in generically provided services with youth from other ethnic backgrounds.
- Somali youth felt youth activities enabled them to socialise together and overcome tribal differences, which were not as important to them as their parents.

**EDUCATION, EMPLOYMENT AND TRAINING**

**Education issues for White Youth**

- Low aspirations accompanied by a lack of confidence and clarity about the future meant that many disaffected white youth expressed little interest in academic learning.
- Some young people were unclear about assistance available in preparing to leave school.
- Many expressed a lack of interest in after school sports programmes.
- Young white women appeared to have a clearer idea of what they would like to do vocationally.
Education Issues for Newly Arrived

- While many refugees were ambitious there was a need for significant levels of support to attain desired educational standards.
- Issues to assist with integration into mainstream school included the need to deal with language barriers, problems with disorientation for young people who may not have previously had formal education, and cultural barriers that could lead to frustration and withdrawal.
- Many of the Somali youth were living with single parent mothers who due to language barriers and illiteracy were not able to support children in the education system.
- Negative labelling of refugee groups sometimes led to name calling creating conflict and frustration for young people.

Youth Involvement in Decision Making

According to the young people interviewed, some access to decision making was allowed through their local school councils. Youth centres were also involving them in decisions regarding service development. Young people living on housing estates complained of being excluded from decision-making and not being given responsibility.

Citizenship Education

- Citizen education in schools is a statutory requirement, intended to encourage all pupils to respect and understand all forms of diversity and help them to develop skills and confidence to combat all forms of prejudice.
- Young people said they wanted more support and information to understand British Society and vice versa with the host community, but that it needed to be presented in an interesting manner.

EMPLOYMENT AND TRAINING

White Youth

- This group tended to be more interested in finding work than staying on education or training and were unsure about options for accessing apprenticeships and jobs.
- Those with criminal records felt that future prospects in employment were handicapped by this and thus had limited aspirations.
- Domestic circumstances and personal factors affected motivation to get out and contact job centre/career service, while worries about the ‘Benefits trap’ deterred many from entering training programmes.

Teenage mothers had limited insight on how they might improve their prospects or the range of services available to assist them.

Refugee Community

- While some of these young people were on ESOL courses, others said they needed extra help with language and more assistance with job search and applications and the help available such as the Connexions Service.
- Some felt employers might discriminate which discouraged some ethnic minorities.

COMMUNITY SAFETY

- While many young people had attended drug awareness sessions with the police, around their estate or at school, fear of crime was a concern expressed by all groups of young people regardless of ethnic backgrounds.
- Key concerns were around fear of physical attack, bullying and robbery e.g. stealing of mobile phones.
- Fear of racial harassment were of most concern to Kosovan, Albanian and Somali youth while some Asian young people were vulnerable to verbal abuse in the form of name calling and racist attacks.
- Young people highlighted the need to improve their relationship with the police.

Drug Abuse

- Young people made a distinction between the use of ‘hard’ and ‘soft’ drugs and some felt the use of cannabis was seen as harmless. Alcohol and cannabis were regularly used by some young people from the age of 14. Of the hard drugs, crack cocaine, heroin and cannabis were mentioned as the three main drugs in use.
- The Council was viewed in a positive light for taking the issues of needles seriously and were seen to be making a concerted effort to clear up disposed of needles on a regular basis.
- Many of those interviewed attributed the level of young people’s involvement in drugs to not having enough activities to channel their attention into.

Housing

- Homelessness was a major problem for young people who are experiencing family breakdown and other social problems.
- The overall shortage of housing in the borough raised a number of conflicting issues, with members of the refugee communities feeling they were given poorer housing options while white
teenage mothers blamed refugee groups for having to wait for accommodation.

HEALTH AND SOCIAL SERVICES PROVISION FOR REFUGEES

Health Issues

- Language was a major barrier to accessing appropriate health care and some felt there was a greater need for translation and interpretation services.
- Barriers to healthcare included difficulty in accessing and treatment from GPs surgeries and cultural taboos surrounding mental health which can result in cases being untreated.
- Some felt there was a lack of proper diagnosis and services to deal with those suffering from post-traumatic stress and depressive illness.

Social Services

- Of the unaccompanied minors who come to the borough, Kosovans and Albanians are highly represented, and are usually males placed with Social Services and the Council’s Refugee and Asylum team. Many attend local colleges.

Issues they raised were the need for

- Support programmes including information about settling in to the new society.
- Accommodation that does not reinforce social exclusion.
- Support women alone with children and young people.
- Multi-cultural awareness across all services when working with diverse ethnic cultures.
- Specialised support needed for young people with mental health issues.
- Extra help for young people in care and leaving care and partnership working with schools.

Problems they faced included

- Language barriers and little awareness of UK culture made them vulnerable and often reactive to situations.
- Many felt rejected and suffer racist verbal abuse.
- Some feared deportation and dispersion which resulted in some young people from Kosovan and Albanian backgrounds hiding in the system and living in inadequate conditions.
- Some were vulnerable and at risk of falling into criminal activities.
- Unaccompanied minors are exempt from government provisions covering ‘looked after’ children once they reach 18, making them vulnerable to homelessness and other hardships.

- They were susceptible to health risks, which often went undetected because they were busy fending for themselves.
- Many were working unofficially in jobs without proper health and safety arrangements.
- Many face poverty and homelessness increasing the risk of involvement in crime.

INTERACTION BETWEEN YOUNG PEOPLE FROM DIFFERENT ETHNIC BACKGROUNDS

- Young people in the borough were, on the whole, relating well, especially at school. Some of those relationships extended beyond school.
- However, there was cause for concern in some areas which were thought to be dangerous by some young people who feared abuse or attacks by members of other race groups.
- It could not be assumed that fights occurring between different young people from different ethnic groups were always racially motivated, according to those young people interviewed. Conflict situations are often complicated by the fact that young people aligned themselves across racial groupings in conflict.
- There were differing views by white youth regarding far right groups. Some white youth from the Feltham area denied that race was an issue between young people and many claimed no awareness of far right activities in the area. Others were aware but said they were not affected or interested. However white young people in certain areas of the borough, held strong sympathies and support for far right groups. Their parents and other residents were said to also support these activities.
- Hostility towards asylum seekers and refugees was expressed widely among young people across the borough. These views were not exclusively those of white residents.

Consequences of 11 September

- The Arab group consulted said although no one had been attacked, they said that people had felt afraid of leaving their homes for some time after the incident.
- Reactions since 11 September ranged from young Muslim females, both Asians and East Africans reporting being spat at, having head scarves pulled off, verbal abuse in which they were referred to as ‘terrorists’ which they felt they attracted because of their cultural dress and appearance.
Hounslow has a lot to offer. We have worked hard to promote cohesion and celebrate and nurture our vibrant mix of cultures. But we are not complacent. Whilst we celebrate and value this rich mix, it also presents us with many challenges. We recognise that many people still suffer from economic deprivation and racial harassment. We need to continue to build on past successes and use our diversity to create a more inclusive borough that understands individual and community needs and provides the services to meet them.

The Local Strategic Partnership is committed to promoting citizenship by developing a common vision, a sense of belonging for all communities, and a respect for diversity.

We will consult with our partners on the following objectives:

**OBJECTIVE 1 Build strong and positive relationships between young people from different backgrounds**
That all activities and services for young people encourage the involvement of different sections of the community to promote cross-cultural contact and develop community relationships.

**OBJECTIVE 2 Promote the inclusion of newly arrived communities**
That partners develop a capacity building programme for new arrivals and refugees to ensure integration and accessibility to services.

**OBJECTIVE 3 Re-engaging socially excluded communities**
That partners work to re-engage sections of the population who are socially excluded taking into consideration health, employment, leisure, education and training provision.

**OBJECTIVE 4 Effective Communications**
That partners research and analyse the experience and needs of diverse communities and reflect this in services delivered, in organisational performance and in external communications.

**OBJECTIVE 5 Resources**
That the Local Strategic Partnership considers the resource allocation for youth provision and the ongoing sustainability of the Community Cohesion Programme.

The Community Cohesion Steering Group will develop an action plan in support of these priorities across the broad spectrum of service providers in Hounslow. The Steering Group will consider appropriate Performance Indicators that measure Community Cohesion at a local level in Hounslow once the Strategic Plan has been agreed with service providers. Progress and performance will be reported to the Local Strategic Partnership.
All partners were sent a copy of the Local Government Association guidelines relevant to their service in order to help them identify how existing policies and procedures promoted Community Cohesion. The audit gave partners an opportunity to look at what action is being taken at present and what actions can be taken in future in order to address the mainstreaming of Community Cohesion.

The following section has been structured into themes identified in Hounslow’s Community Plan on divided into services focusing on a Thriving Community, a Healthier Community, a Creative Community, an Accessible Community and a Safer Community.

These audits have provided us with a snapshot of how providers are mainstreaming Community Cohesion within their service delivery.
A Creative Community

Improving learning, leisure and culture in the borough is the key to fulfilling the potential of everyone, whatever their age. We aim to ensure the whole community is well educated and has the right skills and training for work and leisure.

Lifelong Learning & Cultural Services
Youth Service and Connexions
Community Initiatives Partnership

Lifelong Learning & Cultural Services

LGA Guidance
Ensure schools have access to specialist English as Another Language (EAL) support for under-achieving EAL Refugee and Asylum Seeker pupils to raise their attainment levels and provide access to the National Curriculum

- English as Another Language Data analysis for all schools
- Funding and support for raising EAL pupil attainment levels
- English as Another Language training linked to the Primary and Secondary National Strategies
- Supported by Hounslow Language Service staff, Resource Centre & website

Future Action:
Website development relating to English as Another Language and Multilingual teaching materials for refugee asylum seeker pupils. Learning Skills Council Project on development of alternative accreditation for key stage 4/5 to support progression to further education

LGA Guidance
Encourage schools and early years settings to support inclusion and participation for refugee pupils and parents through the Hounslow Language Service Bilingual Network

- Schools have access to bilingual support for mother tongue assessment, Special Educational Needs issues, Parental Liaison, eg. Somali Parents workshops, etc.
- Training for specialist bilingual staff and schools

Future Action:
Video to support training on ’ Welcoming Refugee/Asylum Seeker Pupils and Transition to school’

LGA Guidance
Ensure that schools have support and training to raise awareness and provide effective induction to school for newly arrived pupils

- Funding and support for Induction programmes in schools with high numbers of Refugee/Asylum seekers
- Initial Language and Assessment Unit for out of school refugees
- Schools and Governors offered training on Refugee pupil needs
- Services provided by Hounslow Language Service

Future Action:
Development of Hounslow Language Service Portal for e-learning/distance learning for Beginners. Set up a Learn line for newly arrived pupils. Hounslow Language Services invited to be a member of Qualification Curriculum Authority New Arrivals Project.
LGA Guidance
Ensure they take effective measures to address racial harassment and bullying. Anti-bullying guidance for schools already gives advice on the tracking and prevention of racist bullying. It is currently being updated in light of the Race Relations (Amendment) Act.

- All schools report racist behaviour for central monitoring purposes.
- Training for Heads, governors, teachers and non-teaching/associate staff.
- Policy updated to meet requirements of the Race Relations Amendment Act 2000.
- Leading Local Authority nationally on monitoring racist behaviour in schools.

Future Action:
Support and advise schools on addressing areas for development emerging through self-review audits. Strengthen multi-agency partnerships to support schools in dealing with racist behaviour. Continue with training programmes for schools.

LGA Guidance
Ensure that all formal education utilises a curriculum that recognises the contribution of the diverse cultures and faiths to the development of the UK.

- Widening Horizons’- Agreed Syllabus documentation sent to all schools.
- Examples of good practice on website.
- Issue addressed through In service Educational Training (INSET).

Future Action:
Attached advisers to ensure that planning and teaching reflects cultural diversity and promotes race equality when observing lessons. All schools.

LGA Guidance
Ensure that local syllabuses on religious education promote awareness of the importance of good inter faith relationships and, in this respect, make a contribution to citizenship education.

- Local syllabus does all this.
- Examples through In service Educational Training (INSET).

Future Action:
Junior inter-faith Standing Advisory Council for Religious Education (SACRE) to be established in 2004 which, amongst other thinks, will consider citizenship issues.

LGA Guidance
Ensure that schools for which the LEA is the admission authority attract an intake that reflects their community. Encourage other schools and education providers to do so.

- Department uses positive action statements to attract minority ethnic staff.
- Schools also encouraged to do this and use minority ethnic press where necessary.

Future Action:
Raise the issue in future training for senior managers. Provide schools with positive action statements to be used in their advertisements. Provide supply cover for aspiring minority ethnic teachers to attend professional development courses.

LGA Guidance
Ensure schools promote cross-cultural contact within their own parental network.

- Schools encouraged to do this through policy statements.
- After-school clubs for Somali pupils with parental involvement. Supported by Primary Community Team

Future Action:
English as Another Language staff to strengthen home-school links. Encourage schools to hold appropriate meetings with Muslim parents prior to Ramadam to discuss how best to meet the needs of Muslim parents. Somali information day planned for February 2004 for Somali parents, students and community organisations (schools will also be invited to establish links with Somali Groups).
LIFELONG LEARNING & CULTURAL SERVICES

LGA Guidance
Ensure that the disparities in educational attainment are being addressed (in terms of teaching and by use of role modelling and mentoring programmes).

● Funding for schools to raise attainment of minority ethnic pupils, particularly black pupils.
● Funding for Somali enrichment programmes, particularly mentoring schemes.

Future Action:
Three primary schools to be linked to a secondary school to provide mentoring for black pupils. A new group of Somali graduates/under-graduates to be trained to support Somali pupils in targeted secondary schools. A conference/major course for schools in Summer 2004 on raising achievement of specific groups of pupils.

LGA Guidance
Obtain ‘value added’ data on the educational attainment levels of the various groups (and by gender) in the community.

● Data collected and analysed.
● Discussion at Ethnic Minority Consultative Group.
● Underachieving groups targeted for support.

Future Action:
To set attainment targets by ethnicity. To discuss attainment data at courses and meetings to target under-achieving groups. To use funding under Ethnic Minority Advisory Group (EMAG) to raise the achievement of under-achieving groups.

LGA Guidance
Encourage all schools to develop school twinning and exchanges, to include teaching and learning projects, with schools with different intakes to promote cross cultural contact, respect and understanding.

● All Hounslow schools are very culturally diverse.
● Links encouraged with schools in other countries e.g. through Internet.

Future Action:
All examples of good-practice to be included on our web-site. (Examples of good practice to be discussed at meetings of co-ordinators for equal opportunities).

LGA Guidance
Further encourage schools to develop curriculum and extra-curriculum cross cultural programmes and activities, eg for arts and sport, parental schemes, travel to school arrangements and seating plans.

● Schools encouraged to celebrate different festivals, including Black History Month

Future Action:
All schools to be provided with examples of good practice. Encourage all schools to use the recently purchased booklet ‘complementing teachers - a practical guide to promoting race equality in schools’.

LGA Guidance
Actively involve parents from different communities in pre school activities and out of school childcare. Existing programmes such as Sure Start have made a significant contribution to promoting community cohesion through a range of childcare and early education increasingly alongside family and health services.

● Parents’ Literacy Programmes are mainly targeted at those pupils who are underachieving (black pupils and white boys)
● Parents from refugee and asylum seeking backgrounds encouraged to be involved in the children’s education.
● Work of the Primary Community Team

Future Action:
Establishment of three children’s centres offering integrated health and education services to children and families

LGA Guidance
Ensure every effort is made to reach out to parents, whose help is needed in creating tolerant home environments and supporting the values taught in schools.

● Parents invited to cultural events. Schools also invite parents to visits to different places of worship.

Future Action:
Target schools that need further support in generating support from particular groups of parents for their policies on race equality and cultural diversity (e.g. curriculum reflecting cultural diversity and educational visits to different places of worship)
LGA Guidance
Review supplementary education programmes to focus on basic education and cross-cultural contact.

- Funding and support for the teaching of voluntary languages.
- Some schools run able-school and/or Saturday classes for black pupils.
- Extensive family learning programmes in some schools.

**Future Action:**
Set up after school classes in two schools to support Somali students with parental involvement. Explore the funding of Somali mother-tongue class on Saturdays.

LGA Guidance
Assist the review of further education and higher education provision at a local level to ensure that it provides equal opportunities.

- Adult Education Equal Opportunities Policy to meet requirements of the RR(A) Act 2000.

**Future Action:**
Development of adult education provision to better meet needs of diverse communities.

LGA Guidance
Consider setting up extended schools, which provide additional facilities from the school site, to help engage local communities. See DfES guidance on extended schools, October 2002).

- Classes to teach community languages.
- Saturday schools.
- Many Hounslow schools meet criteria for extended schools. One full service school with funding to promote community cohesion.

**Future Action:**
Develop extended schools policy and recognise extended schools in Hounslow. Explore the setting up of further Saturday schools for black pupils. Saturday schools for black pupils.

LGA Guidance
Use Adult and Community Learning to encourage greater awareness, understanding and participation amongst ‘mature’ learners.

- Work on estates and in partnership with voluntary sector to target specific communities.

**Future Action:**
Continued targeted work with voluntary sector and relating to specific community groups.

**Youth Service and Connexions**

LGA Guidance
Use the provision of statutory and voluntary agencies to develop cross-cultural contact at all levels.

- Hounslow Youth Partnership now has a 0.5 post, the role is to develop the link between agencies and also Black Minority Ethnic Officer post in place.

**Future Action:**
The Youth Service will be developing a Black Minority Ethnic Forum out of Hounslow Youth partnership work.

LGA Guidance
Ensure there is a cross-cutting/joined approach to children and young people that recognises the benefits to other sectors - not just the youth services/Connexions and education.

- Green Paper draws to this end - linking voluntary and statutory sectors together.
- Development of full service extended school links to health, community cohesion, Lifelong learning.

**Future Action:**
Addressing community cohesion through extended school projects. Support from new Local Education Authority post for community cohesion/extended school.
Youth Service and Connexions
Community Initiatives Partnership

LGA Guidance
Engage with disaffected young people, using ‘what works’ programmes - for example, using peers and positive role models.

* Positive Activities for Young People work focuses on disaffected and disengaged young people - linked to the Connexions agenda.

**Future Action:**
The forthcoming Curriculum Document will focus on areas of inequality and addressing this work with a framework. Work of Personal Advisors in Connexions.

LGA Guidance
Develop a ‘youth voices’ programme which young people recognise as their own and is designated to a national standard to facilitate the development of their input into political processes, ensuring that programmes are connected to actual political processes in a meaningful manner.

* Youth Council representation of young people in the local decision making processes through LSP and this also has a role to ensure that it is representative of the communities that the borough services.

**Future Action:**
The work is ongoing.

LGA Guidance
Ensure that service design and delivery is truly responsive to the points raised by young people.

* Undertaking consultation work on the Youth Service Development Plan

**Future Action:**
The Youth Service Development Plan consultation process will be cascaded down through Full Time - Part Time - Voluntary workers to young people so that we can ensure that the review of the plan is completed across the board and is truly reflective of the views of young people - to note that the budget received will not match this expectation of change as young people from initial feedback want more provision and therefore capacity grows and this will not happen.

LGA Guidance
Youth services should: ensure integrated service provision that is flexible and holistic, to meet the needs of young people

* The Service has changed in nature, profile and in terms of what work should be happening - the equality agenda should and will permeate the whole service from top to bottom and bottom to top and this we intend to continue. See service objection

**Future Action:**
There is a development in the Curriculum Framework intended for the coming year and we have been resourced with both training around Racial Harassment monitoring and included also strategies to deal with racism, including equalities packs, video materials to use with young people.

* The half term Positive Activities for Young People programme focuses on Black History month as a theme for some programmes and the involvement by the whole service in the display and stand at the Treaty Centre (Hounslow Town Centre) was also linked to what in coming years we want to be a wider programme across the Borough.

**Future Actions:**
At present 41% of Full Time staff are from Black Minority Ethnic communities and this is also reflected in the part time staff

Community Initiatives Partnership

LGA Guidance
Undertake user surveys to gauge the range of services accessed and identify gaps in provision.

* CIP undertakes consultation using a number of mechanisms to identify barriers, needs and gaps to inform and improve services to meet the needs of the local community.

**Future Actions:**
The service will ensure that every centre has a strategy to ensure that its staff are reflective of the communities of the Borough and that the atmosphere, environment and programme are all welcoming and promotes that core value base of equality and respect.

LGA Guidance
Undertake user surveys to gauge the range of services accessed and identify gaps in provision.

* CIP undertakes consultation using a number of mechanisms to identify barriers, needs and gaps to inform and improve services to meet the needs of the local community.

**Future Actions:**
The service will ensure that every centre has a strategy to ensure that its staff are reflective of the communities of the Borough and that the atmosphere, environment and programme are all welcoming and promotes that core value base of equality and respect.

Libraries - 2 annual surveys done this year for adult and child library users.

Questionnaire on the use of Allotments in the borough.

Questionnaires to gauge views of children, parents/carers regarding play activities.

Community arts - questionnaires and evaluation conducted at a series of arts projects and events.
Consultations through Friends Groups in relation to a number of Parks, Libraries and other partnership fora.

Continue using a range of tools to generate user feedback and identify gaps.

Use feedback and user surveys to inform service delivery, for example the feedback from the use of allotments will inform the development of an Allotment Strategy.

Future Action:
CIP will work with Council, PCT and other partners to identify long term trends in changes in lifestyles, population and profiles of various communities to better inform planning and future service provision.

LGA Guidance
Ensure incentives for cross community sport and cultural activities.

The Summer University is a good example of a cross community project. This annual event is extremely popular and actively engages 14-19 year olds through music, combining taster activities in arts, dance and sports to develop a range of skills with some accreditation.

Black History Month events across the Borough including arts and literacy events, talks by authors and readers groups.

Developed partnership with sports clubs.

Develop responsive Events/Entertainment Programme

Annual Older People’s Festival - combining cross cultural activities to provide an extensive programme of entertainment, fun, art and learning for older people from all communities.

Summer Street Soccer on housing estates culminating in a Summer Tournament.

Play activities on estates and community venues actively engaging young people in cross cultural activities.

Developing a programme of activities for next year for community sport and cultural activities, some of which is dependent on external funding.

An application to Marathon Funding has been submitted to develop play and sport areas in parks.

Actively exploring funding schemes to develop further play activities for positive engagement of young people.

Future Action:
Developing programmes for Black History Month in 2004.
Consolidating Barrio Festival.Developing Diwali/Fireworks Event.Establishing Community Festivals
Investigating Arts Council and Heritage Funding

LGA Guidance
Establish what barriers there are to accessing facilities and activities for particular groups. These could be proximity related, cost related, perception related or related to times that facilities are open/activities take place.

Development of parks strategy, allotments strategy, sports strategy and play strategy, culture and heritage strategy to address needs of local communities.

Meeting with groups to facilitate access to leisure centres.

To address some of these barriers we provide in partnership with Social Services, 30 adult and junior passes every 3 months valid at all our pools. Additional vouchers are provided during school holidays.

All libraries deliver free use of internet services for an hour each day for anyone who wishes to use them. This has proved to be popular with all sections of the community in particular excluded groups.

All libraries deliver a whole range of service to cater for all communities - provision of books in different languages, cassettes, videos and a service for people who are housebound.

Providing study support for 12-17 year olds and learning opportunities for 60+ in the most deprived wards (Haworth, Cranford, Feltham and Brentford). This project promotes community cohesion as well as inter-generational use of libraries in deprived areas.

Delivering free accredited ICT courses for lone parents, refugees and black and ethnic minority communities. This is an outreach project designed to develop skills to enable the groups to access jobs.

Further surveys and consultation planned to identify future service provision.

Apply for funding to train female lifeguards and organise women-only swimming sessions.

Future Action:
Developing a partnership with the local community and LSC and submit a bid for funding to develop a pathways to employment into Leisure Industry. The aim is to equip socially excluded communities to gain coaching qualifications and access jobs in the Leisure industry. Have similar plans to develop career paths for black and ethnic minority communities to access jobs in the Creative Industries.

Encouraging diverse audiences with Family Friendly and accessible events eg induction loops, signing and access stewards.
Innovative ways eg. Using video or theatre

- Friends of Library groups and Friends of Gunnersbury Park Museum meet regularly to discuss issues in relation to libraries and parks.
- Friends Groups set up for parks in the Borough to discuss service issues.
- Redlees Artists Management Advisory Group meet regularly to discuss service improvements.
- Artists at Redlees work with local artists to develop links to work with local children and community groups.
- Silverhall Park Project. The community arts team is developing a possible event in Silverhall Park. An innovative bid has been submitted to use arts as a tool to increase use and accessibility of the Park. If it captures the imagination of the local community and increases usage we will look to promote the mode elsewhere.
- Older People’s Festival Steering Group meets to plan, deliver and evaluate the Festival programme.
- Play team meet with Resident’s Associations, Parents’ Groups, Social Work teams, Health Visitors and voluntary organisations to plan play team activities to ensure it meets the needs of the local area.
- Redlees Studios Advisory Team are consulted in relation to the Studios.
- Working in partnership with Artists at Redlees to submit bids for funding to improve and enhance Redlees Park environment.

**Future Action**

Establish Community Specific Programming, with local participation. Eg potential Isleworth Village Fete, youth programme funded by Heritage Young Roots programme, skills training and mentor scheme in event/theatre production.

- Targets set annually for libraries and heritage services as part of their Directorate Business Plan.
- Targets for Parks and Open Spaces as part of Commercial Services set in Service Plan.
- Targets for Sport and Leisure set annually.

**LGA Guidance**

Empower and encourage schools to open up school buildings as a resource.

- We have developed a partnership with Iveybridge Primary School, which has resulted in the opening during holidays to enable us to deliver our summer playscheme activities for local people on the Iveybridge Estate.

**Future Action**

Will continue to develop new partnerships.

- Author events set up by libraries for schools, including inter-school events for secondary schools.
- Bedfont Lakes Country Fair, included school day activities.
- London Heathrow Games and Mini Games actively engages schools.
- Working in partnership with Lifelong Learning and Cultural Services Physical Education Advisor & Schools Co-ordinator Programme.

**Future Action**

This work is ongoing.

- Targets set annually for all directorates within CIP and progress evaluated throughout the year.
LGA Guidance
Organise cultural events to promote inter-cultural & inter-faith understanding & respect.

- Black History Month - Asian & African Arts & Crafts, poetry evening, exhibitions and authors events to promote inter-cultural understanding. We are committed to continuing this event and actively exploring sources of funding to develop new projects to address the needs of the local community.
- Under Fives Play Centres celebrate a range of religious festivals to promote inter-faith understanding and respect using arts, crafts and play.
- Older People’s Festival includes events such as singing and dancing relating to different communities.
- Creative Mentoring Project is using professional artists to work with ‘hard to reach’ young people in schools in raising their self-esteem.

Future Action
Access the potential of developing the ‘May Day’ Festival as a local multi-cultural event. Develop a Chinese Festival (Accessible Dragon Boat Race on Bedfont Lakes).

LGA Guidance
Mainstreaming summer activities for children and young people into all year round activities eg providing supported entry and exit routes.

- Activities in Libraries and Museums in every school holiday.
- Activity in Leisure Centres
- Summer School programme - reliant on funding from Housing.
- Active Sports Programme being developed.
- Iveybridge Estate Play Club runs whole year activities through Section 106 funding providing an exit route to Iveybridge Summer Playscheme.

Future Action
This work is ongoing

LGA Guidance
Consider thematic approaches to problems using leisure and cultural activities to engage young people from across communities/ethnic groups rather than area-based initiatives.

- Developing and delivering literacy and basic skills projects in libraries and museums and community centres to meet the needs of excluded communities.
- Applications submitted for CADI and Marathon Funding.
- Delivering Community Sports Programme on estates using Children’s Fund resources.
- Actively encouraging mainstream children to learn British sign language to improve social interaction with children who are hard of hearing who come from different communities. This will promote better understanding and communication.
- Heritage Youth Events encouraging historical and cultural understanding of participants.

Future Action
This work is ongoing

LGA Guidance
Ensure effective information/communications plan is in place so that all sections of the community know what is available.

- Have a co-ordinated approach by producing an attractive leaflet to promote all our holiday activities including Libraries, Sports, Play, and Arts among others. These leaflets are promoted in all our Libraries, Leisure Centres, Civic Centre and other venues.
- Use a whole range of partnership work to publicise our services.
- Consolidating Borough-wide events by marketing ‘What’s On’ publication.

Future Action
We will developing our website further to improve communication and information flow.
A Healthier Community

The Council and the Primary Care Trust are working together to ensure that local people have the opportunity to maintain or improve their health and have equal access to advice and good quality services.

Hounslow Primary Care Trust
Public Health and Health Improvement

Social Services
(Family Support & Mental Health)
(Unaccompanied Minors)
(Adults)

LGA Guidance
Reducing Health Inequalities

- A LIFT (Local Improvement Finance Trust) is a scheme that gives NHS bodies such as Hounslow PCT the chance to forge partnerships with local authorities and the private sector to generate rapid improvements to NHS buildings which need renovation or expansion. A LIFT to include Hounslow has already been set up. Clinics, GP surgeries and health centres, such as the Thelma Golding Health Centre, are all expected to benefit.
- Formation of the Public Health Development Group
- Health Inequalities report;
- Appointment of the Public Health Development Officer (a joint post with the council)
- Beavers Estate Health Centre Project
- Local Health Delivery plan committed to reducing inequalities

Future Action:
Identifying further projects aiming to reduce inequalities and improve health in the community
Bidding for project funds and implementation

LGA Guidance
Housing

- Development of the Fuel Poverty Strategy
- Multiagency steering group formed, assessment of need completed referral forms agreed, training of the health and social services staff agreed and secured
- Funding secured for the awareness raising event

Future Action:
Organising an awareness raising event in November 2003. Monitoring and evaluating the impact of the programme.

LGA Guidance
Community safety and policing

- Tackling domestic violence joint appointment of the Domestic Violence coordinator (Primary Care Trust-London Borough of Hounslow)
- Agreed Domestic Violence training to raise awareness of frontline staff including GPs, health visitors and community nurses and other staff
- Develop a Corporate Domestic Violence Policy

Future Action:
Develop a Human Resources Domestic Violence Policy for staff experiencing Domestic Violence
Update the Primary Care Trust website to include information on Domestic Violence
To work in partnership with the voluntary sector to organise drop-in sessions at health care settings

LGA Guidance
Working with refuge and asylum seekers community

- Assessment of need completed
- Refuge community health forum formed
- Successful bid for appointment of a Refuge advocacy worker

Future Action:
Further support the joint funding project bids and facilitate building of the capacity in the community aiming to improve social inclusion, community cohesion and other factors impacting on health and well being. Identifying appropriate funding body and secure the funding for a Tuberculosis

LGA Guidance: Young people

- Sure start
- SAFE project - SHealthy Living Centre Project

Future Action:
Implementation of the children’s Centre & New Childcare Place Development subject to the local government office approval
Monitoring and evaluation

LGA Guidance
Employment and economy

- Joint participation in the LDA “Informing commissioning process workshops”

Future Action:
Identification of joint funds and projects with the Economic Development and Business Support unit of the Council Public Health and Health Improvement
Public Health and Health Improvement

- Ongoing development of support services to pregnant teenagers and teenage parents

**Future Actions:**
On going implementation of Teenage Pregnancy and Parenthood Strategy through its annual Implementation Plan.

Substance Misuse

- Communities Against Drugs Initiative on targeted estates
- New Communities Drug Strategy for 2004 agreed by Community Safety Partnership and Drugs Alcohol Action Team

**Future Actions:**
Completion of this year’s action plan and implementation of next years action plan

Public Health

- Public Health contributions to Community Cohesion being identified and incorporated into Public Health report

**Future Actions:**
Implementation of recommendations

Family Support & Mental Health

- Life chances of Children in Need; Black Minority Ethnic; Early years; Sure start/sure start plus; Children’s fund; Connexions; Teenage pregnancy; Development of action plans re: Proposals contained in ‘Every Child Matters’ September 03

**Future Actions:**
- Family support via parenting groups = 180 families
- Parenting groups accredited by Race Equalities Unit
- Sure Start worker based family centre
- 19 Black and Minority Ethnic families supported via outreach work
- Black Minority Ethnic posts supported by graduate traineeship scheme
- 70/80 schools involved in National Healthy School Scheme
- Young carers supported via voluntary sector

**Future action**
Develop family support strategy. Partnership models established. Development of Children’s Centre. Empowerment and sustainability models to be established.

Children Fund bid to co-facilitate parenting group with BME Voluntary Organisation

Develop resource centre models, adult education, consultation day, baby groups, early years extended nursery provision, children’s information service, healthy living centre to be developed

**CAMHS - child and adolescent Mental Health Services**

- Establishment of modernisation Board with sign up of multi-agency group.
- Established adolescent mental health post SSD
- Research commissioned by Young minds re; unmet needs out of borough LAC including BME children

**Future action**
Comprehensive multi-agency profile and strategy to address gaps in services. Cross agency skill sharing forums will be developed.
<table>
<thead>
<tr>
<th><strong>Unaccompanied Minors</strong></th>
<th><strong>Adults</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LGA Guidance</strong></td>
<td><strong>Guidance</strong></td>
</tr>
<tr>
<td><strong>Work to address transition to adulthood/joint planning with occurs. Ensuring that services provided to children following assessment are producing beneficial outcomes</strong></td>
<td><strong>Strategy for improving mental health services in the year ahead for Adults</strong></td>
</tr>
<tr>
<td><strong>Future action</strong></td>
<td><strong>Future Action</strong></td>
</tr>
<tr>
<td>Consolidate tracking processes. Continue outrun of Practice development forums to staff to enhance practice Develop audit strategy to analyse referrals and assessments against needs and outcomes</td>
<td>More community access to psychiatric and psychological services. Improve physical environments of all services. Establish single point of entry to health and social services. Improvement in risk assessment, care planning and care pathway processes ensuring race and cultural needs fully addressed. Plan for assertive outreach, early intervention and crisis resolution service</td>
</tr>
</tbody>
</table>

- Implemented joint protocol for asylum. Development of an indicator to measure the impact of programmes designed to achieve the social inclusion of asylum seekers to have leave to remain

**Future action**

- Improvement programme Healthy living Event for 80 LAC 5-13 improved.
- Summer fitness programme for older Looked After Children.
- Age specific CD ROMs and Health fax booklets.
- Teenagers to work scheme for 10 Looked After Children led to development of Computer Users Group.
- Adventure Scheme for care leavers.
- Play scheme for disabled children.
- Information and Communications Technology strategy on track

**Future action**

Health delivery plan to target needs of 14+ including sexual health and substance misuse. Expand cultural & leisure programmes through specific projects. Active use of care plans to reduce offending of Looked After Children
Hounslow was one of the first council’s in the country to set up a Community Safety Partnership, which has successfully brought together the Council, police and local business, to develop a blueprint for tackle crime and prevent it happening in the first place.

Community Safety and Crime Reduction Unit & Hounslow Police

The Police Consultative Group and Community Safety Network act as the consultative arm of the Partnership and provide a framework for the exchange of information across the community and enable consultation and dialogue with as wide a range of community groups as possible.

**Future Action:**
Continually review membership of all stakeholder groups with the aim of involving all relevant partners.

---

A Safer Community

**LGA Guidance**
Ensure CDRP’s have effective stakeholder representation (including a housing association (or RSL) nominated representative) on the partnership body in addition to active involvement in task groups addressing key objective areas.

Current membership of the Partnership includes representation from the Council, Police, National Probation Service, Primary Care Trust, Fire Service, Voluntary Sector Forum, Hounslow Race Equality Council, Youth Offending Service and Drugs Action Team.

The Crime Reduction Strategy was published in April 2002 and sets out the principle issues that need to be addressed to help reduce crime and disorder in the Borough.

10 Multi-Agency Stakeholder groups have been established and are the principle drivers of the Strategy. Membership of these groups includes representation from RSL’s who are active members on the Anti-Social Behaviour Action Groups and working with the Community Safety & Crime Reduction Unit on developing information sharing agreements to enable better information exchange. The list below identifies key objective areas of the Stakeholder Groups:

- **Reduce Crime & Disorder in identified town centre locations** - These are in Hounslow, Chiswick and Feltham town centres.
- **Domestic violence** - by increasing reporting and reducing the number of repeat victims.
- **Race crimes** - by increasing reporting and reducing the number of repeat victims.
- **Homophobic crimes** - by increasing the confidence of victims of these crimes to report them.
- **Young people** - crime, victims & disorder - by developing co-ordinated services to prevent young people becoming involved in criminal or anti-social behaviour; and to assist them to avoid re-offending.
- **Drugs crime** - by disrupting drugs markets and strengthening the ability of local communities to withstand them.
- **Anti-social behaviour** - through working together on common issues of anti-social behaviour that impact on the community; and to deal quickly & effectively with it, when it occurs.
- **Domestic burglary** - by reducing the incidents of domestic burglary that impact on elderly vulnerable people.

---

**Future Action:**
Continually review membership of all stakeholder groups with the aim of involving all relevant partners.

---

**LGA Guidance**
Establish targets and actions with the crime and disorder strategy, ensuring that these are reviewed and measured.

- A Lead Officer has been identified for each of the Multi-Agency Stakeholder Groups. Each of the Stakeholder Groups is required to complete an action plan showing how initiatives will be taken forward providing a detailed breakdown of initiatives in terms of inputs, outputs, outcomes, performance measures, milestones and targets.
- Progress on delivery of the Action Plans is reported to both the Government Office for London and the Community Safety Partnership on a quarterly basis.
- An annual progress report on the delivery of the Crime Reduction Strategy is presented to the Community Safety Partnership.

---

**Future Action:**
The Community Safety and Crime Reduction Unit will continue to support Lead Officers and Stakeholder Groups to enable effective monitoring of the Crime Reduction Strategy.

---

**LGA Guidance**
Ensure that there are good relations between police authorities and forces and the local authority with regular meetings to ensure close working.

- Hounslow Police contribute the services of a Partnership Inspector seconded to the Community Safety and Crime Reduction Unit. The Inspector supports the work of the Unit and in particular, provides liaison and advice on police aspects of the Strategy as well as liaison between the police and the local authority and other partners across a range of partnership activities.
- Hounslow Community Safety Partnership is jointly chaired between the Chief Executive and Police Borough Commander.
- Regular meetings are held informally and formally through the Community Safety Partnership Executive.
Police Sector Inspectors present crime updates at Area Committee Meetings.

**Future Action:**
Continually review police involvement to maintain current levels. Use the Self-assessment process to ensure that crime and disorder reduction remains a partnership activity and is not too police led.

**LGA guidance**
Review with the police authority and force the incidence of crime and anti-social behaviour generally and at the local and neighbourhood community level; take account of existing and developing strategic policing plans in drawing up local strategies through the Crime & Disorder Reduction Partnerships; and, work with the police authority and force to ensure that police, local authority and other community safety resources are appropriately targeted.

Crime is analysed and reviewed constantly.

The action plans and Crime Reduction Strategy are completed in consultation with the police and wherever possible try and echo policing plans and targets, for example the Burglary PSA and police burglary targets.

Sometimes incongruities exist between the Metropolitan Police Service and Community Safety Partnership plans/activities as the Metropolitan Police Service are often tasked separately eg Hounslow Police are currently being tasked to run street crime initiatives by the MPS while street crime is not necessarily a local priority.

**Future Action:**
Link between police and newly formed Hounslow Homes Anti-Social Behaviour Team. Explore joint working between Police Community Support Officers (PCSOs) and Neighbourhood Wardens. Widen use of problem solving approaches.

**LGA guidance**
Review and assess local authorities' contribution to crime reduction and safer more cohesive communities across the full range of their service and strategic responsibilities and to work constructively with the police including the sharing of information.

Completed as a key function of the CDRP.

Work with the police is very positive and full information sharing protocols and procedures are in place.

The Information Systems Development Officer and Crime Analyst within the Community Safety Crime Reduction Unit is funded through the police Borough Command Unit fund.

**Future Action:**
Training for designated officers and review of information sharing protocols Review under self-assessment process to be completed by 31/03/04.

**LGA Guidance**
Work with the police authorities, forces and other partners to ensure that strong links are developed with all sections of the community through recognisable patch responsibilities, with clear and rapid communication channels, especially with local young people, and the ability to respond to and manage rumours.

Contingency plans written to assess and respond to community tensions.

Network of contacts established by the Borough Liaison Officer with help of sector teams and faith officer to ensure communication and appropriate action is swift.

Positive MPS press and communication strategy.

Links to young people through dedicated schools' officers, Schools and Youth Involvement Team, Youth Crime Stakeholder Group and Youth Forum.

**Future Action:**
Write and implement a Partnership Communication Strategy.

**LGA Guidance**
Work with police authorities, forces and other partners to ensure consistent high standards of diversity/community and race relations training in public agencies.

Full CRR training has to be completed by all serving police officers

Most of Hounslow’s officers have completed it

**Future Action:**
Explore initiatives for further training and awareness campaigns within action plans for Year 3 of the Crime Reduction Strategy.
**Community Safety and Crime Reduction Unit & Hounslow Police**

**Youth Offending Service**

**LGA Guidance**

Encourage effective multi-agency arrangements for addressing racist incidents and where possible set in place third party reporting arrangements. Use these arrangements for monitoring particular hotspots such as badly run pubs that may act as a focal point for racist activities.

- Taken forward by the HREC Working Group, the Race Crime Stakeholder group and Multi-Agency Partnership against Race Crime. ASBAGS set up to help address perpetrators.
- Police Community Safety Unit to investigate all reports of race crime. Third party reporting re-launched.
- Hotspots assessed and action taken

**Future Action:**
Monitor impact of third party reporting

Utilise self-reporting packs produced by the Metropolitan Police Service

Explore initiatives for reducing race crime within action plans for Year 3 of the Crime Reduction Strategy

**Future Action:**
Borough Liaison Officer to continue to monitor and establish links to ensure an effective partnership approach

**LGA Guidance**

Use the provision of statutory and voluntary agencies to develop cross-cultural contact at all levels.

- Both staff and service users within the Youth Offending Service are from a range of cultures and backgrounds.
- Reparation projects are sought from a wide range of community providers which offer opportunities for young people to contribute to their community.
  The YOS is also working with Hounslow African Asian Youth Association to develop a service with more marginalised young people and support them to access mainstream provision.
- We are seeking to widen the volunteer profile within the YOS.

**Future Action:**
We wish to strengthen the onward engagement within borough services of young people when they leave our supervision.

**LGA Guidance**

Discuss with the police authority a strategy to ensure that the police respond to all racist and provocative incidents with vigour on the basis of pre-established routines.

- Clearly stipulated within MPS instructions and overseen by Crime Manager and Community Safety Unit

**Future Actions:**
Monitor through the Multi-Agency Partnership (MAP) to reduce race crime.

**LGA Guidance**

Develop a contingency plan for any future disturbances and to identify and respond to triggers which may increase community tensions or potential social disorder.

- Completed and monitored by Borough Liaison Officer

**Future Action:**
Borough Liaison Officer to continue to monitor and establish links to ensure an effective partnership approach

**LGA Guidance**

Ensure there is a cross-cutting/joined approach to children and young people that recognises the benefits to other sectors - not just the youth services/Connexions and education.

- The Youth Offending Service is a multi-agency team that works with a wide range of agencies statutory and voluntary to provide joined up services to young people who have offended, or are at risk of offending. These include social services, education, training providers, health agencies, police, Connexions, housing providers, LA and voluntary youth services.
- The YOS aims to reduce offending in children and young people, improve community safety and enhance life prospects for children and young people in Hounslow.
- The service is part of the Children and Young Person’s Strategic Partnership which is the strategic reporting mechanism for a range of statutory and voluntary activities in the borough which impact children and young people.
- The Children and Young Person’s Strategic Partnership is developing the Preventive Strategy in which building cohesion is key to the vision.
- The Youth Offending Service manager is a member of multi-agency partnerships including drugs and alcohol (Drugs Alcohol Action Team), the Area Child Protection Committee, Supporting People Core Group, Children’s Fund Partnership Board, Community Safety and Crime Reduction, Community Cohesion Steering Group, Communities Against Drugs Management Group, Identification Referral Tracking Steering Group.
Future Action:
The Key objectives are
1. reducing re-offending amongst young people (Public Service Agreement and Youth Justice Board target)
2. reducing the offending rate of persistent young offenders (PSA target)
3. ensuring that young people are in full time education, training or employment
4. involving young people in restorative justice processes to promote responsibility, reparation and re-integration.

Future Action:
These will remain key objectives for 2004/5. Developing preventive work and work in relation to Anti Social Behaviour will be key in promoting community cohesion will be an underpinning theme.

LGA Guidance
Engage with disaffected young people, using ‘what works’ programmes - for example, using peers and positive role models.

Future Action:
Work with young people is based on assessment of risk and need factors and intervention is delivered based on principles of effective practice.

LGA Guidance
Develop a ‘youth voices’ programme which young people recognise as their own and is designated to a national standard to facilitate the development of their input into political processes, ensuring that programmes are connected to actual political processes in a meaningful manner.

Future Action:
Youth Offending Service young people have participated in national and local surveys in relation to drug use, youth facilities and their experience as young people in Hounslow.

LGA Guidance
Ensure that service design and delivery is truly responsive to the points raised by young people.

Future Action:
Regular feedback is sought from young people on interventions delivered, and used to inform service design.

Future Action:
The Youth Offending Service is supporting the work of the Children’s Fund in relation to participation.
A Thriving Community

Hounslow is a borough with pockets of great wealth and real deprivation. As a major international and business gateway, Hounslow has contributed more to the recent growth in London employment than any other outer London borough, yet we have some of the lowest average wages in the capital.

Housing and Hounslow Homes

LGA GUIDANCE

Ensure that housing agencies, including housing associations, jointly review existing and proposed housing provision, to consider its impact upon cross cultural contact and community cohesion. Such reviews need to be informed by sound information on the make-up of the local community and issues and barriers they face.

- Currently using census information to inform Dept of make up of local community
- Information also derived from Housing needs survey, CORE data (Housing Association information data), focus groups and questionnaires, satisfaction surveys, tenants are also represented on area housing committees. Current initiatives to ensure that this issue is highlighted include
  - Allocation monitoring for both Black Minority Ethnic and wider community
  - Through bidding round-support of Black and Minority Ethnic Registered Social Landlords.
  - Supporting construction training initiative, whereby new schemes have to employ young persons preferably from local community.
  - Encouraging Registered Social Landlords to sign up to information sharing protocols on Anti Social Behaviour to ensure free exchange of info between agencies and give improved services to complainants.

Future action

Review, with other services such as health, leisure and education, the impact of housing policies on access to those services. Ensure the requirements of ‘supporting people’ address community cohesion in providing appropriate support to marginalised, vulnerable and disengaged people within communities.

- Through supporting people shadow strategy

Future action

Supporting people 5 year strategy to be developed. Supporting people strategic planning conference planned for 26 Nov stakeholders to be involved in planning of strategy.

Future Action

This is done through focus groups, questionnaires face to face interviews, looking into complaints system to see if there are any reoccurring complaints in relation to access to housing service provision.

- Community development workers employed within Homeless Persons Unit (HPU) and Hounslow Homes to work with community groups to facilitate access to all forms of housing tenure and to prevent homelessness. In Hounslow Homes officers employed to encourage participation of Somali groups to the decision making forums within the organisation and to resolve issues of Anti Social Behaviour/Racial Harassment and access to services.

- Outreach work around private sector issues prevention of homelessness undertaken in local technical college by housing advisors

Future Action

This process is ongoing. There is a rolling work programme for community development workers in Hounslow Homes and Community development worker in HPU.

Worker employed specifically to work with Young persons within Homeless Persons Unit.

The community warden scheme will have a warden specifically to engage with young people on housing estates.

LGA guidance

Consult different communities about their housing preferences, and what they consider are the barriers to achieving them. Work to overcome the barriers.

Future Action

This process is ongoing. There is a rolling work programme for community development workers in Hounslow Homes and Community development worker in HPU.

Worker employed specifically to work with Young persons within Homeless Persons Unit.

The community warden scheme will have a warden specifically to engage with young people on housing estates.
LGA guidance

Encourage and facilitate inter-community contact, ensuring that method of engagement are wide enough to reach all communities. In particular, identify the needs of under-represented groups and young people particularly in relation to housing.

- This is done through focus groups, questionnaires face to face interviews, satisfaction surveys, looking into complaints system to see if there are any reoccurring complaints in relation to access to housing service provision.
- Community development workers employed within HPU to work with community groups to facilitate access to all forms of housing tenure and to prevent homelessness. In Hounslow Homes community development officers are employed to encourage participation of Somali groups to the decision making forums within the organisation and to resolve issues of Anti Social Behaviour/Racial Harassment and access to services.
- Outreach work around private sector issues prevention of homelessness undertaken in local technical college by officers within Private Sector Housing Unit.

Future action

Youth accommodation strategy to be agreed. Tenants compact revised by Hounslow Homes to encourage hard to reach groups to become part of the decision making processes within Hounslow homes.

LGA guidance

Work with private landlords, developers and estate agents, to challenge potentially discriminatory practices in lettings and property sales. They can also help through their procurement role, in developing new and positive approaches to the promotion of community cohesion and equal opportunities.

- Through landlord tenant forum- development of landlord code
- Through newsletter to local landlords on landlord forum
- Tenancy liaison officer will work with departments to take action against unscrupulous landlords

Future action

The above process is ongoing in addition the following action is planned. West London BME protocol for development to be agreed by March 2004.

LGA guidance

Make sure that housing authorities improve awareness of, and access to, social housing for groups, which are currently under-represented in social housing. Choice-based lettings approaches can be used to good effect here. Make use of the report Breaking Down the Barriers, Chartered Institute of Housing (CIH), to open up access to housing, particularly objectives 1 to 4 of the report’s action plan.

- Through publicity campaigns
- Leaflets
- Open days
- Access to choice based letting schemes has been carefully thought out and access is available through most public contact points i.e. social services offices, libraries, district housing offices and housing reception
- Through the authority’s web site
- In the private sector there are ‘top up’ schemes available to those that are not eligible for housing in the public sector (usually in the form of monies made available for a deposit on a private rented property)
- Private sector advice unit will give advice and assistance to all person not eligible for public sector housing. This unit also carries out outreach work. Housing Advice team will liaise with community groups through Housing Advice forum

Future action

This process is ongoing
Monitoring of locata is also ongoing
Currently piloting access to locata through community group on Ivybridge estate if this is successful will extend to other estate based community groups.
Evaluation of locata scheme at local and national level

Hounslow homes managing agents for London Borough of Hounslow housing have particular policies and procedures to combat racial harassment and anti social behaviour on housing estates. Make use of the report Breaking Down the Barriers, Chartered Institute of Housing (CIH), to open up access to housing, particularly objectives 1 to 4 of the report’s action plan.
LGA guidance
Ensure that housing authorities provide accessible advice and information appropriate to the needs of different communities in the locality. There needs to be appropriate advice and assistance to help people apply for social housing. Housing authorities should evaluate, in liaison with different groups in the locality, the effectiveness of current advice.

- Information is available in all community languages and Braille. Audiobooks are also available. Homeless Persons Unit staff have been trained and have access to language line and in-house interpreting facility.
- Outreach work is ongoing.
- Private sector advice unit will give advice and assistance to all persons not eligible for public sector housing. This unit also carries out outreach work. Hounslow homes provide all literature in all community languages and can provide copies in Braille if requested.

Future action
This process is ongoing.

LGA guidance
Implement existing good practice guidance on race and housing, equalities and diversity issues:

- Addressing the needs of Black and Minority Ethnic People: A DTLR (Housing Directorate) Action Plan (2001)
- Joint DTLR/Housing Corporation Code of Practice for Social Landlords on Tackling Racial Harassment, DTLR 2001
- Tackling Racial Harassment: ODPM/CRE/HO/HC National Assembly for Wales 2001
- Race Equality Toolkit - De Montfort University - H.C 2002

- Through development of choice base letting schemes
- Removal of unlawful barriers to the access of housing to
- e.g. waiting times
- Monitoring to include equalities monitoring of all services provided by the department
- To facilitate access to housing department services through publicity and well-translated material
- Access to interpretation facilities
- Well-trained staff
- Policies and procedures to tackle anti-social behaviour in the council sector
- Appraisal of Registered Social Landlord policies and procedures on anti-social behaviour against the De Montfort tool kit
- Development of local practices to investigate and take action against racial harassment and Anti Social Behaviour through partnership with key agencies.
- Development of a local Minority Ethnic strategy
- Participation in local crime reduction partnerships on Anti Social Behaviour and racial harassment

Future action
All processes are ongoing.

- Development of policies and procedures to combat ASB in the non-council sector
- Development of management group of housing association forum to share good practice on Anti Social Behaviour/Racial Harassment

Future action
This process is ongoing.
LGA guidance
Establish reappraisal systems to monitor allocations policies.

- Through LOCATA (choice based letting system) monitoring

**Future action**
This process is ongoing

LGA guidance
Ensure formal and informal mechanisms for resident involvement are proportionate, representative and focused. Regular review of engagement structures need to be in place and linked to other service provision.

- Achieved through the following
  - Tenants compact
  - Area committee meetings
  - Focus groups
  - Questionnaires surveys
  - Affiliation to Hounslow Federation of Tenants Residents Association

**Future Action**
Above process is ongoing

LGA guidance
Work with bodies such as the Housing Corporation and National Federation of Housing Associations in implementing race and diversity action plans and sharing good practice.

- Through Housing Association Forum

**Future action**
Development of Management group of Housing Association Forum to learn and share good practice on Anti Social Behaviour/ Racial Harassment

LGA Guidance
Make available translated materials or provide access to community language speakers.

- Information is available in all community languages and Braille. Audiotapes also available. Homeless Persons Unit staff has been trained and have access to language line and in house interpreting facility.
- Outreach work is ongoing
- Private sector advice unit will give advice and assistance to all person not eligible for public sector housing. This unit also carries out outreach work. Hounslow homes provide all literature all community languages and can provide copies in Braille if requested.

LGA guidance
Act promptly to address anti social behaviour (ASB) but ensure preventative approaches are in place to minimise the need for expensive or protracted legal procedures. Maximise the range of approaches to tackling Anti Social Behaviour - ranging from mediation and Acceptable Behaviour contracts to injunctions and possession orders.

- Anti Social Behaviour policy and procedures developed for the council sector
- 24 victim support advocacy project part funded by Housing to provide support and assistance to victims of racial harassment. Currently provided by Hounslow Racial Equality Council.
- Mediation service used for some asb cases
- current ASB policy advocates use of acceptable behaviour contracts and also parental agreements
- Professional witnesses employed by Hounslow Homes
- Neighbourhood wardens participate in proactive and reactive work on Housing estates

**Future action**
Development of policies and procedures to combat racial harassment in the private sector
Restructuring of current Anti Social Behaviour teams within Hounslow Homes
LGA guidance
Establish support from statutory agencies (for example police/social services) and local community groups for new households (such as asylum seekers, refugees, travellers or emerging communities) moving onto estates, particularly where those families may be at risk of hostile receptions. Ensure a planned and co-ordinated approach linked to clear and unambiguous media messages.

- Accompanied viewing of properties with housing officer
- 10% of offers reserved for direct offers due to special circumstances i.e. those not able to bid through locata or those that are at risk if they remain in their present accommodation.
- Specific officers employed to work vulnerable groups employed both within Homeless persons unit and Hounslow Homes

Future action
Viewing procedures currently being improved

LGA guidance
Aim to ensure that when under-represented groups are exposed to social housing it is as positive an experience as possible (e.g. review procedures for viewing empty properties).

- Specific officers employed to work vulnerable groups employed both within Homeless persons unit and Hounslow Homes

Future action
Viewing procedures currently being improved

Economic Development and Business Support Unit

LGA Guidance
Review employment opportunities for all sections of the community, to establish the barriers to equal opportunities and to develop a programme of remediation (delivered on a cross cultural basis)

- The Unit’s objectives include helping “develop the economic capacity of the local community to combat social and economic exclusion” through:
  - advice and work with local voluntary and community groups on sustainable business plans and social enterprise;
  - In partnership with Community Education and other agencies developing and securing funding for vocational training and employment projects that fill a gap in main-stream or other alternative provision; and
  - work with partners to provide appropriate support to micro businesses and start-ups, particularly amongst economically excluded groups.

The Unit also plays an active role with various of the Council’s partners in developing the wider regeneration agenda for West London. In that capacity, we are now contributing directly to the community cohesion employment strategy of the West London Alliance.

- The Unit’s business plan priorities include work with Job Centre Plus and other agencies and Council departments to deliver Hounslow’s Employment Public Service Agreement, to ‘increase the number of disadvantaged people helped into sustained employment’. We also operate a programme of start-up, micro business and social enterprise support, especially to members of disadvantaged groups, including loans to those who are unable to access conventional business finance.

Future Action
The business planning process includes a review of previous year’s performance and community cohesion will be treated as a cross cutting issue within the exercise of drafting the next year’s plan. On specific Public Service Agreement issues, following up on the first year’s pilot contracts, tenders will be awarded for Job brokerage and community outreach to ensure a flow of people from disadvantaged groups are referred to and assisted into sustainable jobs. A Public Service Agreement strategy group is being established to develop this work beyond delivery of the Office of Deputy Prime Minister’s targets.

Planning Policy and Strategic Property

LGA Guidance
Ensure Community Cohesion is recognised as a legitimate objective for planning authorities within the planning guidance so that new development encourages greater mixing of ethnic groups, incomes and family types.
LGA Guidance
Take action to raise the expectations and, where possible, facilitate the progression of under achieving groups, through for example participation in the Entry to Employment programme currently being introduced; and challenging of views about the stereotypical occupations.

- In partnership with Renewal, a six borough refugee led SRB Partnership, job-brokerage and employment outreach and training programmes are being run in the borough by refugee community organisations.
  - We also directly support @Liberty, a developing social enterprise employs disabled trainers and offers training in Disability Awareness to local employers.
- London Development Agency and Primary Care funds have been secured to develop other social enterprises at day centres.

Future Action
The Public Service Agreement strategy group will develop this theme. We continue to work jointly with Social Services and Jobcentre Plus on ‘Welfare to Work’ issues. Further funding is being sought from ESF for social enterprise development to provide a wide range of job opportunity for people with disabilities, including developing a sustainable business plan for ‘Leaders’, a job-brokerage agency specifically serving people with disabilities. ‘Exit strategies’ are being developed to take Renewal projects beyond the life of their Regeneration Budget funding.

LGA Guidance
Encourage programmes that ensure equal access to all public sector agencies and subsequent advancement.

- In conjunction with Corporate Human Resources, a number of local employment intermediaries have received training in Council recruitment and selection procedures.

Future Action:
Devising appropriate future actions will form part of the agenda to be developed by the Public Service Agreement Strategy group.

LGA Guidance
Develop compacts with all local employers to develop equal access to the full range of employment opportunities.

- A local employment project is being piloted with employers at Chiswick Park.
- Some formula based Section 106 agreements have been reached with developers to recruit and train local people to jobs on new developments in the borough. The first of these is now being implemented. However neither of these actions amount to a compact.

Future Action
We aim to develop and adopt supplementary planning guidance along the lines of the formula based 106 agreements. Employer compacts are something for the Public Service Agreement Strategy group to discuss. We do not know if such measures are practicable or appropriate in Hounslow’s labour market.

LGA Guidance
Develop special assistance in areas of greatest disadvantage, through regional and national aid programmes, to tackle the problems of de-population.

- Depopulation is not an issue for Hounslow.
- The London Development Agency is commissioning projects in Cranford and Heston as part of a wider area initiative including Hayes and Southall.
- The LDA works within the framework of the Mayor’s Economic Development Strategy, in which community cohesion and the creation of economic opportunities for the most deprived communities in London are a high priority.
- Currently the Unit is facilitating a substantial London Development Agency capital grant to construct a Children’s Centre at Norwood Green, and seeking to enlarge facilities at Cranford Community College.
- These initiatives will provide low cost childcare places and easily accessible training courses for the local community.

Future Action
Developing accessible Neighbourhood Learning Centres and outreach services in deprived areas across the borough (in conjunction with Community Education and West London Learning & Skills Council). Ensuring community input to the London Development Agency’s commissioning process through the Area Initiative Board. Encouraging & co-ordinating bidding for European Social Fund by Council service departments & local organisations.
LGA Guidance
Ensure proper and effective representation from the business sector on the Local Strategic Partnership

- Local Businesses are represented on the Local Strategic Partnership through West London Business, the sub-regional Chamber of Commerce
- Hounslow Chamber Commerce runs a series of joint consultation and training activities with the Unit throughout the year, branded as ‘Hounslow Business Forum’
- The Unit works with British Airports Authority (BAA) on its local supply chain initiative.

Future Action
Increase business awareness of the LSP and its potential contribution to local economic development through the Community Plan. Develop more local supply chain initiatives with large private & public sector purchasers.

LGA Guidance
Monitor recruitment, uptake of work based learning routes for evidence of unrepresentative recruitment (e.g., numbers of young people in work with training - such as modern apprenticeship - and those without training, by ethnic origin

- The Unit has established sound monitoring procedures for its Public Service Agreement delivery.

Future Action
We will be looking at the capture of similar data from other agents and projects for which the Unit is not directly accountable.

Community Development and Regeneration

LGA Guidance
Identify the most disadvantaged and disaffected sections of the community and devise programmes that tackle their needs.

- Given high demand, and areas of great need and deprivation, the Community Development and Regeneration Unit give priority for some of their work to the most disadvantaged communities and the organisations that support them, and recognise that some issues are also being tackled via other council units.
- Despite the long-standing presence of the Asian communities, and their relative success in business and cultural terms, there is still much to do for the Asian voluntary sector in capacity building terms.
- We will not lose sight of pockets of deprivation and exclusion within Asian communities, for example isolated older people, and much of the Bengali community.
- There is also the recognition that our Borough has areas and pockets of long-term estate-based deprivation, often of a predominantly white population.
- A key issue is that work is not done in isolation. Partnership is vital at all levels, and this work only succeeds when working with other key players. In these examples, it may mean involvement with partners such as the Hounslow Race Equality Council, Hounslow Voluntary Sector Forum, and Renewal.
- The voluntary sector has always had a strong ability to identify gaps in services and the flexibility to develop methods to fill them. The Community Development and Regeneration Unit assists organisations to fill gaps in provision. Voluntary groups may come to the CDRU for advice on how to fill that gap.

Future Action
Hounslow Council’s ‘Voluntary Sector Strategy 2003-2006’ details what we are doing to tackle needs in the community, via the voluntary sector, including (but not exclusive to) the needs of the most disadvantaged and disaffected sections of the community. The refugee and asylum seeker sector is a specific example of where gaps in provision are believed to exist. There are significant refugee and asylum seekers communities in the Borough and there is evidence that these people have problems in accessing health, advice, housing and other provisions. When working to help fill these gaps, the Community Development and Regeneration Unit will:
- Encourage engagement with Renewal (a government funded programme to benefit refugees and recent arrivals) and help local Refugee Community Organisations (RCOs) access its funding
programmes for appropriate projects. Renewal covers the six West London Boroughs, including Hounslow.

Give appropriate support to the development of new RCOs that fill gaps in provision (e.g. of newly arrived communities). Work with relevant umbrella bodies such as the Hounslow Refugee Forum, as well as individual groups, to help them with fund-raising, capacity building or other development issues. Encourage engagement with REAP (Refugees in Effective and Active Partnerships) to ensure the best possible services for RCOs in Hounslow.

Promote community cohesion in the Borough, including work with the local voluntary sector and the creation of local solutions to our challenges. Facilitate involvement with fellow council departments and other organisations to ensure that RCOs and refugee communities are aware of how to access services and overcome any barriers to participation.

LGA Guidance
Develop programmes that promote community cohesion as an end in itself, through cross cultural contact, understanding and respect for diversity.

- Hounslow’s Community Cohesion Programme was initiated by the Unit.
- Community Cohesion Grants for local voluntary organisations - funded by the Community Cohesion Project. The project has identified potential hotspot areas in Hounslow and to direct appropriate services and provisions into those areas. This includes the mapping of youth provision gaps in Hounslow and the development of projects that promote community cohesion.
  - £30,000 of grants were used in 2003 by local voluntary sector groups to develop such projects.
- Two of the priorities for Council funding to the local voluntary sector are ‘social inclusion’ and ‘supporting equality and diversity in the Voluntary Sector’

Future Action
The two relevant priorities for Council funding to the local voluntary sector are expected to remain as priorities until at least 2006. We therefore expect a proportion of Council funding to go towards projects that tackle these priorities.

LGA Guidance
Work to develop a long-term agreement between all local agencies and funding partners in central and regional bodies, which establishes priorities for all sections of the community that is transparent and equitable.

- The Hounslow Voluntary Sector Compact was written in 2000 by a Compact Steering Group, which was a partnership of the Hounslow Voluntary Sector Forum (HVSF), other key voluntary organisations, and Hounslow Council. It was the first local Compact in London, and was one of the first ten local compacts developed anywhere in the country.
  - In 2002 a review process was begun, which after amendments, became a ‘fundamental review’. The result was a significantly improved new Compact document, the ‘Hounslow Voluntary Sector Compact 2003’. As well as updating and strengthening the compact and the understanding of it, it also takes the idea of ‘Compact’ a step further and opens it out to other public organisations such as the Hounslow Primary Care Trust and Metropolitan Police (Hounslow Borough), as well as the private/business sector.

Future Action
The Council’s voluntary sector strategies will be monitored and updated. A lot of work is now planned between 2003 and 2006 to disseminate the Hounslow Voluntary Sector Compacts’ ideas and principles. Guidelines recommend that a fundamental review of the Local Compact occurs every 3 years, and that a general review takes place annually. The Compact 2003 will be subject to annual reviews in 2004 and 2005 and a further fundamental review in 2006.

LGA Guidance
Develop clear links with regional and sub regional partnerships in planning regeneration programmes and in jointly working to build and enhance cohesion.

- The Community Development and Regeneration Unit is working with the West London Alliance to develop programmes in Community Cohesion and regeneration.

Future Action
Further work on Community Cohesion with the WLA.
**LGA Guidance**

Ensure that each partnership has representation from the community it serves - both majority and minority communities, and moreover, a full understanding of the dynamics of community cohesion and a programme to promote it.

- The Community Development and Regeneration Unit often advocates, on behalf of the local voluntary sector and the Council, for adequate representation from the local voluntary sector and the local community it serves.

**Future Action**
The Community Development and Regeneration Unit will continue with its current work in this area.
An Accessible Community

Residents have told us that they like living in Hounslow and value the diverse mix of communities and the cultural provision on offer in the borough. The Council and key partners are working together to make sure that the voice of the community is heard.

Asylum Service

Locate and communicate with local voluntary organisations and refugee self-help organisations in identifying the needs of asylum seekers that could be catered for by local authorities.

- London Borough of Hounslow Asylum Services is the only London borough to have a Diversity & Integration Officer. This is a pilot post and the role involves the development of links with the voluntary sector and community/user groups.

Future Action

London Borough of Hounslow Asylum Services to continue developing this service.

Work with local police to ensure that systems are in place to monitor community tension.

- The Asylum Service works with the local Police however this is not in a formalised manner in terms of monitoring.

Future Action

Diversity Officer and Head of Service to develop strategy for this.

Appoint local personnel with the appropriate skills to mediate in cases of conflicts.

- The approach has been risk minimisation rather than risk management by appointing the Diversity Officer.
- Problems are dealt with very quickly when they arise.
- Most staff have had mediation training.

Future Action

Asylum Services to continue to develop this service.

Produce leaflets explaining the backgrounds and cultures of asylum seekers that can be placed in public areas such as libraries, GP surgeries and churches. The leaflets could include a ‘mythbusting’ section.

- There already is a vast amount of information for and about asylum seekers.
- The issue is about how that is disseminated or how others get access to it.

Future Action

Need to look at the possibility of developing a local strategy to address this between all key agencies including Health, Education etc.

Include a section on the local authority website offering information about the local area to asylum seekers and information on the cultures and background of asylum seekers.

- LGA Guidance We should offer information in a range of languages so that asylum seekers and other users whose first language is not English can access it.
- Information should also be available for people who are browsing the website.

Future Action

Asylum Services will continue to develop links with local groups with the aim of improving access to information.
LGA Guidance
Engage the local population in the induction process; such as organising sports competitions that encourage integrated teams of asylum seekers and local residents, or encouraging asylum seekers to talk of their experiences at community meetings.

- We have successfully assisted some of our asylum seekers to be part of the Princes Trust scheme.
- This was about community involvement and personal development. It also helped them to understand more about living in Britain.
- As part of the scheme they made presentations to an audience.
- This project proved to be very successful and we are repeating it this year in partnership with the London Fire Brigade.

**Future Action**
Asylum Service will identify other suitable schemes

LGA Guidance
Allocate clear responsibility for promoting positive coverage of asylum seekers and refugees in the local media.

- Our service is duty bound by the local equal opportunities policy and anti-discriminatory practice guidance as well as the data protection and confidentiality procedures.

**Future Action**
Asylum Services will continue to promote positive coverage of asylum seekers and refugee in the local media.

LGA Guidance
Introduce a programme of volunteering for asylum seekers, matching their skills to those shortages in the local areas, where possible. Produce leaflets for asylum seekers, outlining the benefits of volunteering, and the local organisations that can help them obtain a volunteering post.

- This is an area that we are continuously developing. It is a key part of the Diversity Officer’s role. It is a huge task and needs a lot of co-ordinating beyond the scope of a single Diversity Officer in terms of resources. Opportunities have arisen for asylum seekers and we inform them so they are able to make their own choices. If necessary we will assist them to access opportunities.

**Future Action**
Asylum Service to continue to promote volunteering for asylum seekers.

LGA Guidance
Communicate with local self-help organisations and other local authorities in recognising and building on examples of good practice.

- Our ethos is to work in partnership with local communities and groups to develop and enhance our service delivery. We have many examples where this has occurred eg Connexions, HOPE (Health Opportunities Promotion & Education), Primary Care Trust & Dituria.

**Future Action**
Asylum Service to continue to identify best practice and information sharing with partners and local self help organisations.

- Once the government strategy is clearer about how this programme will be implemented it will be easier to develop strategies to meet this issue given the recent amnesty announced by the Home Secretary to grant leave to remain to 50,000 asylum seekers.

**Future Action**
Asylum Service will develop local strategies with key agencies once information is received from central government.
Media & Communications

LGA guidance
Ensure that the press and media are keeping pace with improving community relations and reporting on positive developments as well as setbacks.

- Key media group within Hounslow and the West London Alliance boroughs - Trinity Mirror Group - have joined the Pathfinder project as an active partner
- This has provided a platform for regular meetings with WLA Community Cohesion team and management of Trinity Mirror our media partner including a launch/discussion with news editors from all of the boroughs and a discussion/planning forum with Trinity Mirror managers and WLA voluntary groups
- Agreements that Trinity Mirror journalists will hold informal meetings with key voluntary groups in each of the WLA boroughs to widen their knowledge of local BME issues and establish links with those communities
- Hounslow will continue to promote issues of Community Cohesion and raise issues with the media. For example, post-September 11, a joint meeting was help with local news editors, the police and the London Borough of Hounslow to discuss the role of the media during that sensitive period.

Future Action
Hounslow’s Leadership is organising a further meeting with local Trinity Mirror editors to discuss local issues and look at how we can progress the Community Cohesion Agenda.

LGA Guidance
Encourage the press and media participation in strategic and delivery partnerships.

- As the Pathfinder media partner, Trinity Mirror Group will be including Community Cohesion induction as part of their ongoing professional training for journalists.
- With Community Cohesion in mind, Trinity Mirror are working within the Pathfinder project to relaunch of Newspapers in Schools in West London. Participating schools get the chance to write a double page feature that is printed in the newspaper.
- They are also working via Education Business Partnerships to organise a WLA teacher workshop.

Future Action
Hounslow’s Leadership to organise a further meeting with local Trinity Mirror editors to discuss local issues and look at how we can progress the Community Cohesion Agenda.

LGA Guidance
Invite the press and media to discuss a protocol between themselves and other agencies to ensure extremist views do not predominate, nor do such views get reported in ways in which they prey upon fears and prejudice.

- A survey of Black Minority Ethnic groups in the West London Alliance boroughs was conducted as part of the Pathfinder project. This highlights the issues Black Minority Ethnic groups have with media and the way their communities are sometimes portrayed.
- Copies of the survey will be sent to Trinity Mirror and will be used
- A discussion forum was held at Ealing Studios in October with key managers from Trinity Mirror and West London Alliance Black Minority Ethnic community groups to discuss the issues of tension and mutuality and provide a platform to develop the pathfinder

Future Action
Boroughs within the West London Alliance will be sourcing and promoting examples of Community Cohesion stories over the coming months.

- The need for increased communications between the media and community groups was highlighted as an issue at the core of some of the problems that were raised
- Discussions were held on the need for a media protocol along the lines of those published by the Media Diversity Institute but TM felt that these were already established journalistic practices

LGA Guidance
Encourage press and media participation in strategic and delivery partnerships.

- A survey of Black Minority Ethnic groups in the West London Alliance boroughs was conducted as part of the Pathfinder project. This highlights the issues Black Minority Ethnic groups have with media and the way their communities are sometimes portrayed.
- Copies of the survey will be sent to Trinity Mirror and will be used
- A discussion forum was held at Ealing Studios in October with key managers from Trinity Mirror and West London Alliance Black Minority Ethnic community groups to discuss the issues of tension and mutuality and provide a platform to develop the pathfinder

Future Action
Boroughs within the West London Alliance will be sourcing and promoting examples of Community Cohesion stories over the coming months.

LGA Guidance
Encourage the press and media to promote a positive view of diversity, dispel ignorance and promote understanding - again covered by a local protocol.

- Agreements that Trinity Mirror journalists will hold informal meetings with key voluntary groups in each of the WLA boroughs to widen their knowledge of local Black Minority Ethnic issues and establish links with those communities.
- Examples of other media protocols have been distributed from websites such as the Media Diversity Institute eg. guidelines developed by the Seattle Times in the USA

Future Action
Boroughs within the West London Alliance will be sourcing and promoting examples of Community Cohesion stories over the coming months.

- A survey of Black Minority Ethnic groups in the West London Alliance boroughs was conducted as part of the Pathfinder project. This highlights the issues Black Minority Ethnic groups have with media and the way their communities are sometimes portrayed.
- Copies of the survey will be sent to Trinity Mirror and will be used
- A discussion forum was held at Ealing Studios in October with key managers from Trinity Mirror and West London Alliance Black Minority Ethnic community groups to discuss the issues of tension and mutuality and provide a platform to develop the pathfinder
LGA Guidance
Consider whether the press and media have fair representation from all sections of the community amongst their staff and offer training in local diversity issues.

- As the Pathfinder media partner, Trinity Mirror Group will be including Community Cohesion induction as part of their ongoing professional training for journalists as an example of good practice for the media.
- Trinity Mirror have acknowledged that they the representation of Black Minority Ethnic reporters among their staff under represents the communities in which they work.
- A West London Alliance teacher will also be going on placement with TMG early in new year to develop curriculum materials for media students at High school and FE level.

**Future Action**
As one of the ways of addressing this issue, two extra Bursaries are being offered by TMG to BME students. This will include the costs of full time training as well as a training allowance.

LGA Guidance
Provide press with information relating to community cohesion activities and achievements.

- Agreement between Trinity Mirror and Black Minority Ethnic groups that communication between the two needs to be improved.
- Ideas include Black Minority Ethnic umbrella groups offering a resource to assist media in directing them towards groups that represent particular sections of the community.
- Each of the WLA boroughs have agreed to promote events, people, groups etc that promote community cohesion for example illustrating the contributions of refugee groups to a borough.

**Future Action**
Trinity Mirror in each of the boroughs to have informal meetings with initially five Black Minority Ethnic groups recommended as representatives of the key communities in their area in order to make greater links and provide more understanding.

LGA Guidance
Use the local press and media more generally to promote an honest and open dialogue about attitudes, behaviour and culture - again within protocol.

- Trinity Mirrors and West London Alliance Community Cohesion group to think about ways of addressing sensitive issues of concern and how topics can be raised in a way that promotes Community Cohesion.

**Future Action**
Media Training events with Black Minority Ethnic groups to be run by Trinity Mirror to enable greater understanding and increase the confidence of BME groups to use the media.

LGA Guidance
Encourage the press and media to promote a positive view of diversity, dispel ignorance and promote understanding - again covered by a local protocol.

- Boroughs within the WLA will be sourcing and promoting examples of Community Cohesion stories over the coming months.
- Examples of other media protocols have been distributed from websites such as the Media Diversity Institute eg. guidelines developed by the Seattle Times in the USA.
- Ensure Community Cohesion issues are addressed within the Council’s communications strategy.

**Future Action**
Trinity Mirror journalists will hold informal meetings with key voluntary groups in each of the WLA boroughs to widen their knowledge of local BME issues and establish links with those communities.
Consultations with young people at:

- Youth clubs: Hanworth, Beavers, Hounslow, MacDonalds Feltham and Brentford
- Out reach youth centre Feltham (FCA)
- Estates: Highfield, Convent Way, Heston Farm, Redwood Gardens, Haverfield, 'Trees' Brentford (Bush Corner)
- MacDonalds Feltham and Brentford
- Multi cultural festival in park
- Youth Council
- Hounslow African Asian Youth Association - (Fridays) Boys Youth Club
- Kosovan ESOL students at West Thames College
- Dituria Kosovan Community Group
- East African Female ESOL students at West Thames College
- Brentford Football club street games on estates and at tournament (Redlees) (Also young people from Convent Way, Ivybridge and Benson estates at games).
- AWAAZ -Asian youth male and female
- PHAB - Disabled children and young people
- Leaving Care Team (2 visits)
- Street interviews in Treaty Centre, High Street, Feltham High street, Brentford, Hounslow Bus Station at night (Somalis)
- Fire Brigade Princes Trust - Youth Personal Development Programme

Voluntary Sector: Voluntary Sector Forum, East African Youth Group, Hounslow Asian African Youth Association, Horn of Africa, Refugee Forum, Arab Group, Dituria (Kosovan Albanian group)

Brentford Football Club

Faith Groups

Visits and discussions held with the following faith groups.

- Gurdwara Sri Guru Singh Saba - Mr Jaghjivan Singh (Variety of youth and community activities)
- Holy Trinity Hounslow Rev. Ross. (runs several sessions for youth of all backgrounds)
- St George's Rev. Paul Williams. Hanworth (uniform activities and a variety of activities for youth in area.
- Church of the Good Shepherd (Beavers estate very active in children and parents activities)
- Hounslow Jamia Mosque and Islamic Centre - Imam Sulaymani

Hounslow Faith Forum - Chaired by Mr Jaghjivan Singh from the Gurdwara.

- Discussion with Reverend John Scott a member of the Forum.
Meetings: Statutory Bodies and other Service Providers:

**Hounslow Council Departments**
- Director, Hounslow Homes
- Head of Housing, Strategy & Services
- Head of Public Health & Health Improvement
- Social Services Equality, and Leaving Care Team
- Head of Youth Services, Youth Workers and Specialist workers (Health)
- Economic Development,
- Equalities Advisor, Lifelong Learning & Cultural Services, Hounslow Language Service
- Hounslow Travellers Centre
- Youth Offending Team
- Community Initiatives Partnerships
- Street Management & Public Protection, Hounslow Council
- Corporate Diversity Manager, Hounslow Council
- Head Teachers at Hounslow Manor, Longford, Feltham Community Cohesion

**Other Organisations**
- Director of Public Health, Hounslow Primary Care Trust
- Tennants’ Associations at Convent Way, Heston Farm, Highfield, Haverfield,
- Fire Brigade
- Connexions West London
- Hounslow Racial Equality Council
- West Middlesex Hospital (Mental Heath)
- Learning and Skills Council
- West Thames College

400 questionnaires sent to schools in Hounslow
Ouseley H: Community Pride not Prejudice; (Bradford Vision 2001)

Building a Picture of Community Cohesion
(2003) Home Office Community Cohesion Office

Building Cohesive Communities: A Report on the Ministerial Group on Public Order and Community Cohesion
(2002) Home Office

Community Cohesion: A report of the independent Review Team Chaired by Ted Cantle
(2002) Home Office

Community Cohesion: Our responsibility

Community Cohesion Pathfinder Programme: Prospectus for Local Authorities and Partners
(2002) Home Office

Faith and Community

Guidance on Community Cohesion

Hounslow Executive Business Plan

Hounslow Young People’s Facilities Scrutiny Panel Report

A Report into Good Practice in Community Cohesion - Dianne O’Connor - West London Alliance

LGA Guidance on Performance Indicators

Health Inequalities in Hounslow 2003 - Jim Pett (Head of Public Health & Health Improvement) and Hounslow PCT
Useful websites

Community Cohesion (Home Office)
www.homeoffice.gov.uk

Commission for Racial Equality
www.cre.gov.uk

Refugee Council
www.refugeecouncil.org.uk

National Statistics Online
www.statistics.gov.uk

Neighbourhood Renewal Unit
Renewal online
www.renewal.net

Office of the Deputy Prime Minister
www.odpm.gov.uk

Government Online
www.ukonline.gov.uk

Local Government Association
www.lga.gov.uk

Borough Council Websites:
www.type name of borough.gov.uk
Key Partners

Youth Offending Service
Youth Services
Connexions
Hounslow Racial Equality Council
Metropolitan Police
Fire Brigade
Hounslow Voluntary Sector Forum
Hounslow Asian and African Youth Association
Sure Start
Community Initiative Partnerships
East African Youth Group
Gurdwara Sri Guru Singh Saba - Hounslow
Hounslow Jamia Mosque and Islamic Centre
Youth Council
Oriel Residents and Tenants Association
West London Alliance
West London Network
Hounslow Homes
Government Office for London
Multi Agency Partnership against Racial Harassment
Youth Crime Stakeholder Group
Community Safety Partnership
Hounslow Friends of Faith
The Princess Trust
Hounslow Local Youth Football Partnership

Organisations that developed Community Cohesion projects

Dituria
African Policy and Research Network (APORN)
Feltham Arts Association
Hounslow Welcare
Brentford Football Club
Beavers Primary School
Hounslow Asian and African Youth Association
East African Youth Group
Hounslow Racial Equality Council
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACPC</td>
<td>Area Child Protection Committee</td>
</tr>
<tr>
<td>ALG</td>
<td>Association of London Government</td>
</tr>
<tr>
<td>ALMO</td>
<td>Arms Length Management Organisation</td>
</tr>
<tr>
<td>ASB</td>
<td>Anti Social Behaviour</td>
</tr>
<tr>
<td>ASBAGS</td>
<td>Anti Social Behaviour Action Groups</td>
</tr>
<tr>
<td>BCUF</td>
<td>Borough Command Unit Fund</td>
</tr>
<tr>
<td>BMER</td>
<td>Black, Minority Ethnic and Refugee</td>
</tr>
<tr>
<td>CADI</td>
<td>Community against Drugs Initiative</td>
</tr>
<tr>
<td>CC</td>
<td>Community Cohesion</td>
</tr>
<tr>
<td>CDRP</td>
<td>Crime Disorder Reduction Partnership</td>
</tr>
<tr>
<td>CIP</td>
<td>Community Initiative Partnerships</td>
</tr>
<tr>
<td>CRE</td>
<td>Commission for Racial Equality</td>
</tr>
<tr>
<td>CYPSP</td>
<td>Children and Young Person’s Strategic Partnership</td>
</tr>
<tr>
<td>DFES</td>
<td>Department for Education and Skills</td>
</tr>
<tr>
<td>DV</td>
<td>Domestic Violence</td>
</tr>
<tr>
<td>EAYG</td>
<td>East African Youth Group</td>
</tr>
<tr>
<td>EMCG</td>
<td>Ethnic Minority Consultative Group</td>
</tr>
<tr>
<td>GOL</td>
<td>Government Office for London</td>
</tr>
<tr>
<td>HAAYA</td>
<td>Hounslow Asian and African Youth Association</td>
</tr>
<tr>
<td>HFTRA</td>
<td>Hounslow Federation of Tenants and Residents Association</td>
</tr>
<tr>
<td>HLS</td>
<td>Hounslow Language Service</td>
</tr>
<tr>
<td>HPU</td>
<td>Homeless Persons Unit</td>
</tr>
<tr>
<td>HV5F</td>
<td>Hounslow Voluntary Sector Forum</td>
</tr>
<tr>
<td>LDA</td>
<td>London Development Agency</td>
</tr>
<tr>
<td>LEA</td>
<td>Local Education Authority</td>
</tr>
<tr>
<td>LGRA</td>
<td>Local Government Association</td>
</tr>
<tr>
<td>LSP</td>
<td>Local Strategic Partnership</td>
</tr>
<tr>
<td>MPS</td>
<td>Metropolitan Police Service</td>
</tr>
<tr>
<td>ODPM</td>
<td>Office of Deputy Prime Minister</td>
</tr>
<tr>
<td>PAYP</td>
<td>Positive Actions for Young People</td>
</tr>
<tr>
<td>PSA</td>
<td>Public Service Agreement</td>
</tr>
<tr>
<td>PCT</td>
<td>Primary Care Trust</td>
</tr>
<tr>
<td>PFI</td>
<td>Private Finance Initiative</td>
</tr>
<tr>
<td>REC</td>
<td>Racial Equality Council</td>
</tr>
<tr>
<td>RR (A)</td>
<td>Race Relations Amendment Act 2000</td>
</tr>
<tr>
<td>RSL</td>
<td>Registered Social Landlord</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>SRB</td>
<td>Single Regeneration Budget</td>
</tr>
<tr>
<td>TM</td>
<td>Trinity Mirrors</td>
</tr>
<tr>
<td>WLA</td>
<td>West London Alliance</td>
</tr>
<tr>
<td>WLCCP</td>
<td>West London Community Cohesion Pathfinder</td>
</tr>
<tr>
<td>YOS</td>
<td>Youth Offending Service</td>
</tr>
</tbody>
</table>
Meeting the Challenge
Feedback Form

The feedback form overleaf will be treated in confidence.
Comments from it will go towards improving our work.
Meeting the Challenge is intended to give an overview of how Hounslow Council will work to aid the development and success of Community Cohesion. Do you think the document does this? If not, why not? Can you suggest improvements?

Is the information in this document useful to your organisation? (e.g. for information, for knowledge of council plans, or to see where your organisation can get involved)

Are there gaps, or parts you do not agree with?

Do you have any other comments on the Community Cohesion work programme?

Thank you for your comments. You do not have to give us contact details of your organisation, but if you wish to please use the space below.
Ky dokument eshte ‘Plani per kohezion ne bashkese’ (‘Community Cohesion Plan’). Nese keni veshterse per te kuptuar, ju lutemi thirrni Sherbimin per Perkthime ne 020 8583 2299 per ndihme falas.

Community Cohesion

ช่วงระยะเวลา ‘สภาวะการสังคมและกลุ่มเปราะบาง’ ติดต่อผู้ดูแลที่มีอยู่ ที่สามารถเข้าถึงได้ ผ่าน ‘Plan’ ได้ 020 8583 2299 สำหรับคำแนะนำ

جهت كمك رايكان با خدمات ترجمة به شماره 020 8583 2299.

Aa dëllëve ‘Comunità de ombud’ lësho dëllëve të shënim bëhe. Ky është marrë e përfshirë për 020 8583 2299

Communication

We are all equal

Supported by

Hounslow Council

Community Cohesion Fund

December 2003