London Borough of Havering

RACE EQUALITY SCHEME

2002 - 2005
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INTRODUCTION

The Council, as Community Leader, and democratically elected body representative of all the people who live and work in Havering, is committed to work towards equality of opportunity and outcome in service delivery, employment and quality of life in the Borough.

As an outer London borough Havering has a relatively low proportion of our community who are of black or minority ethnic origin, at 3.2% in 1991 (projected to be nearer 5% at the 2001 census). We recognise however that there are problems of racism and discrimination in Havering. We are committed to challenging these.

This document is Havering's first Race Equality Scheme, and forms an important part of the Council's overall equalities strategy. It will have a practical effect towards meeting our statutory obligations under the Race Relations (Amendment) Act 2000, and help promote good relations between all sections of the community.

Councillor Eric Munday
Leader of the Council

Harold W Tinworth
Chief Executive
HOW THE COUNCIL OPERATES IN RESPECT OF EQUALITIES

The Council operates Leader and Cabinet executive arrangements within a new constitution which came into operation on 1 May 2002. The Council as a whole decide the policy framework, and it is the responsibility of the executive to implement this. The Council’s Equality and Diversity Strategy is part of this policy framework. There will be a cabinet member who takes a lead role on equalities matters and for 2002/03 this will be Councillor Wendy Brice-Thompson. The Corporate Overview and Scrutiny Committee will assist the executive in considering the development and operation of the Council’s work on equalities and for 2002/03 this will be chaired by Councillor Malvin Brown.

At officer level the Council has established a Corporate Equalities and Diversity Group which is chaired by the Executive Director (Resources) and supported by the Council’s Equalities and Diversity Consultant. The Group is at a sufficiently high level within the organisation to ensure agreed action will be implemented. It includes Heads of Service, other key advisers and the Trades Unions.

Each of the Council’s five clusters will be responsible for implementation of the Council’s Equality Strategy within each of the services in the cluster, and will report into the Corporate Group.

At a strategic level the Council works as a key partner in the Havering Strategic Partnership which, collectively, is committed to the achievement of equality of opportunities and outcomes, and race equality and the promotion of good relations between different ethnic groups. The Council has led in the establishment of the Havering Racial Equality Partnership who will be a key consultee on the Race Equality Scheme.
### The Council's Vision, Values and Objectives

#### For our community
- A safer community
- Improving the health and wealth of the community
- A quality environment
- Lifelong learning opportunities
- A more prosperous community
- Community participation

#### For our organisation
- A community leadership role
- Empowering the communities within Havering
- Comprehensive and integrated front-line services
- Joined up services with other public sector providers
- A learning, empowered organisation
- To establish effective partnerships to develop new styles of service provision

#### Our Values
- Care and respect for customers and citizens
- Care and respect for staff and colleagues
- Care and respect customers for the environment
- Work in partnership with our communities
- Equality of opportunity for staff and customers
- Provide best value services and continue to learn, innovate and improve
STRATEGIES AND PLANS

The Council has championed a community planning process which at the strategic level includes our key partners and stakeholders (public and private) in a Local Strategic Partnership - The Havering Strategic Partnership. We have drawn up an overarching Community Strategy, shared by all partners and informed by effective public consultation. This is how the vision for our community has been established. Feeding into this are the key plans of individual organisations and a variety of 'cross-cutting' partnership strategies. The Council's key strategies, such as the Best Value Performance Plan, Equalities Strategy and various other statutory plans, will both reflect and contribute to the aims of the Community Strategy. The individual cluster plans, and supporting service plans, will set out how we as a Council will, in practical terms, meet our key objectives, and together will form the Council's Corporate Development Plan.
The Commission for Racial Equality (CRE) advise that the emphasis of the Race Equality Scheme should be on outcomes, ie. on real and measurable improvement. Such outcomes might include:

- a more representative workforce
- equal satisfaction and positive attitude
- equal perception of fair treatment and opportunities
- closing gaps in service outcomes between different ethnic groups
- increased awareness in the Council of the added value of multi-racial, multi-ethnic and multi-lingual workforce
- heightened awareness of the value of addressing the needs of a multi-cultural community within service planning
- better access to services among black and other minority ethnic communities
- an improvement on our record on recruitment and retention of black and other ethnic minority employees
- achievement of a better career progression record for black and other ethnic minority employees in the Council
- to become one of the best equal opportunities and workforce diversity organisations in Outer London
- to have a positive image within the community of Havering
- to have a culturally and racially sensitive and committed workforce
- to achieve level 2 of the Equality Standards by 2004
A pre-requisite for the preparation of the Race Equality Scheme is to assess the relevance of all of the Council's functions, services and policies. These have been ranked in order of relevance and priority, and a programme of review for year 1 is set out below. All other relevant services will be reviewed in future years. The full list of services and the analysis of relevance is set out in Appendix B. 'Policy' is used in this document to include function, service delivery and policy.

It should be noted that a number of services/functions do not yet routinely monitor data to allow full consideration of potential or actual differential impact. A key priority across the Council in 2002/03 is to establish robust systems in all relevant services/functions.

The Council proposes to adopt the following procedure for identifying those policies which will be subject to a full equality impact assessment, and how these will be prioritised. The purpose of this procedure, known as "screening", is to identify those policies which are likely to have significant impact on equality of opportunity so that greatest resources can be devoted to these. This procedure, which involves reviewing the existing policies, will be carried out in a systematic process.

Not all policies have direct implications on race equality, and the Council will therefore screen all its policies, in order to determine which have implications according to the Race Relations (Amendment) Act 2000.

Heads of services will be involved in the screening process whose first stage will be will identify all the policies relating to the function, including all corporate policies relating to employment and procurement.

The screening criteria will examine the following:

- What are the aims and objectives of each policy and who is intended to benefit from the policy?
- Is there evidence, or other reasons, to believe that the policy will encourage higher or lower participation or uptake by different racial groups?
- Is there evidence, or other reason, to believe that the policy reflects needs, experiences, issues and priorities of different racial groups?
- Does the policy include working in partnership with borough-wide partners and the wider community in the promotion of equality of opportunities for different racial groups?
- Has consultation with different racial organisations and groups taken place on the policies that have direct relevance to them, and were recommendations from these groups incorporated into the policies to make them appropriate?

Any new policies developed during the period covered by the Race Equality Scheme will be screened using the same criteria, and those identified as having significant implications for equality of opportunity will be subjected to a full impact assessment.
Having reached an initial view on which functions/policies have significant implications for equality of opportunity, the next stage will be to carry out an impact assessment of those policies using the following criteria:

- What gaps are there in existing data and knowledge of social needs of different communities?
- Is participation/service take up higher/lower for different groups?
- Is there opportunity to promote equality of opportunity more effectively by changing policies affecting the function or working with others in the government or in the wider community?
- What effect has the policy on people's lives and their future prospects?
- What is the importance in terms of social needs?
- How great an effect do current policies have on economic, social and human rights?

It should be noted that consideration of a policy area will also examine whether the actions and service delivery of contractors, agents and partners meet the requirements of the Act.

The Council will also seek to ensure that the allocation of policies to each year of the programme of impact assessments takes into consideration the need to spread the workload across the Departments with minimum disruption to the high standard of the Council's service delivery.

The Best Value Review process requires full consideration of compliance with and contribution to the Council's Equality Strategy and the following services/themes will also be part of the review in 2002/03.

For 2002/2003 the following service areas will be reviewed:

- Information Technology
- Human Resources
- Finance and Support Services
- Early Years and Childcare
- Children's Placement
- Day Care Services for Older Persons and Respite Care
- Area Housing Services (including Estate Management)
- Libraries (Including Local Access)
- Decision Making and Member Services
Havering Council is committed to carrying out consultation in accordance with the guiding principles of an open, timely and inclusive manner involving all the local black and minority ethnic communities. This will help inform the Council as to the relevance and impact of the policies on these communities.

In addition, the Council has been, and will continue to, consult with its wider partners, including: the Havering Strategic Partnership; Community Management Team; and the Havering Racial Equality Partnership during the lifetime of its Racial Equality Scheme. The Council will also consult with the Trades Unions, who have agreed to be an active partner in implementing the Race Equality Scheme.

The Havering Racial Equality Partnership has welcomed the commitment to developing the Race Equality Scheme, and has made a number of key suggestions regarding its operation which will be incorporated in due course.

Specific training on matters relevant to the Council's obligations under the Race Relations Amendment Act 2000 has been developed. Focused training will be provided to staff who will be carrying out the consultation exercises, to ensure that these facilitators have the necessary skills to communicate effectively with groups being consulted.

Havering will draw up a strategy for consultations using different methods for different groups such as surveys, questionnaires, focus groups and consultative panels, and face-to-face meetings, as appropriate.

The Council will work with representative groups to remove any barriers to carrying out proper consultation, making information accessible including Braille, disk and audio-tapes and provision of translation and interpretation services where necessary.

In addition, the Council will take appropriate measures to ensure full participation at consultations by considering issues such as venue, time of the day, whether or not the venue is accessible to people with disabilities. Also to be taken into consideration are issues such as the provision of childcare, or dependent care, support with transport of unwaged people or minibus/coach shuttle service.

The Council will make information available in a timely fashion to ensure meaningful consultation. This will include relevant quantitative and qualitative data and reports on each consultation.
Within one year of approval of this scheme, the Council will assess the effectiveness of existing monitoring within each of its main policy areas.

At the same time, the Council will identify a scope for extending monitoring, as well as establishing baseline data in relation to all policies identified as having implications for equality of opportunity.

In doing so the Council will take into consideration resource implications, the sensitivity of information and the public’s response in the supply of information.

**Ethnic Monitoring in Employment**

Havering, like all other local authorities, is duty bound to monitor by reference to ethnicity:

- Applicants for posts
- Staff in post
- Applicants for promotion
- Grievances
- Disciplinary action
- Performance appraisal
- Training
- Dismissals
- Other reasons for leaving

**Ethnic Monitoring in Service Delivery**

Havering Council will establish a system to monitor the impact of its policies on service users from the black and minority ethnic communities.

In addition, the council will monitor its policies for any adverse impact on the promotion of race equality.

The Council recognises the importance of undertaking ethnic monitoring as this will:

- Establish whether or not its race equality related policies are working
- Indicate whether or not the Council is offering equality of opportunity to all local black and minority ethnic groups
- Facilitate in finding solutions and making changes
- Inform Havering on how to best utilise its resources more effectively
The Council will use ethnic monitoring data to:

- Highlight possible inequities
- Investigate the underlying causes
- Remove any unfairness or disadvantage

In adhering to the principles of ethnic monitoring Havering will:

- Take full account of the Data protection Act 1998 when collecting, storing and analysing ethnic data
- Ensure that senior managers are committed and take responsibility that ethnic monitoring is undertaken
- Ensure that monitoring is an ongoing process of investigation, analysis and consideration of necessary change
- The Council will use ethnic categories used in the 2001 Census, to allow for comparisons with the wider population
PUBLIC ACCESS TO INFORMATION AND SERVICES

The Council is committed to engaging all sectors of the community; providing access to services for all, and ensuring that people from black and minority ethnic groups:

• know about particular services
• are confident about using them; and
• do not meet barriers when they try to use them

The Council will establish a Race Equalities Task Group to be led by the Equalities and Diversity Consultant. Its role will include raising awareness and promoting equal opportunities across the Council.

The Council's Race Equalities Task Group will meet regularly with Heads of Service to discuss the progress of implementing their Equality Action Plans to effect the integration of the Equalities Agenda into the business of the Council. The information collated, and recommendations from consultations with local BME communities, will be used in the review of the Council's Race Equality Scheme.

The Council's Consultation and Involvement Strategy aims to use the focus group/community interest conference concept as an effective vehicle to enable all residents to be listened to and valued.

To counter the current lack of engagement with black and minority ethnic groups, time will be taken to develop links with community representatives and (initially) through them develop direct links with the community. This will increase the confidence of members of the black and minority ethnic communities in contacting the Council and participating fully with in the wider community.

There will be, in addition, regular (frequency to be determined) meeting with the community and Voluntary Sector workers as part of the ongoing work with HAVCO and the voluntary sector. This will include:

• the perceptions of Council services
• problems experienced in accessing them

In dissemination of information through the local press, the Council will ensure that press statements are sensitive to black and minority ethnic communities, and that public information is accessible to the local black and minority ethnic communities.

The Council is already committed to presenting Racial Equality as part of the communications strategy and have and will use our community newspaper 'Living in Havering' to regularly update progress and our continued intent. We have issued posters setting out our intolerance of racism and discrimination and have devised procedures for dealing with harassment and racist/abusive customers.
PUBLICATION OF ASSESSMENT AND MONITORING RESULTS

Havering Council will publish the results of the impact assessments, stating the aims of the function and policies relating to the assessment. Details will be set out of any consideration given by the Council of measures which might mitigate any adverse impact of the functions and policies on the promotion of equality of opportunity, and to alternative policies which might better achieve the promotion of equality of opportunity.

The Council will inform the public about the availability of this information through press releases, display of public notices, and other means targeting black and minority ethnic communities as recommended by the Havering Race Equality Partnership, such as translation of written materials, or provision of interpreting services at meetings where deemed necessary.

The Council will hold six monthly meetings with black and minority ethnic communities, in particular with the Havering Racial Equality Partnership, to report monitoring results, the timetable of remedial action, and the results achieved by the action.
Copies of this Race Equality Scheme will be distributed to all senior managers in the Council and a summary will be distributed through the Havering Race Equality Partnership, for local black and minority ethnic groups. It will be available at the Town Hall and Libraries.

The Scheme will also be available on request from:

Gladys Furusa  
Equality and Diversity Consultant  
Corporate Human Resources  
Havering Town Hall  
Romford RM1 3BD

Tel: 01708 432120  
Fax: 01708 432229  
E-mail: gladys.furusa@havering.gov.uk

It will also be available on the Council’s website at: www.havering.gov.uk
TRAINING

Council is aware of the importance that training plays in ensuring that the Race Equality Scheme is fully understood by all the staff to ensure its effective implementation.

The Council is therefore committed to ensure that all its employees and elected members receive the appropriate training.

The training which will be incorporated in the overall corporate equalities and diversity training strategy will take into account individuals staff grades and responsibilities, detailing the Race Relations Amendment Act and the subsequent Race Equality Scheme.

Training will focus on the following:

• Race Relations (Amendment) Act 2000, including an explanation of the duties and their implications for all employees

• The legal implications to the Council for non compliance

• To provide those employees involved in the screening of policies, and impact assessment of policies with the necessary skills and knowledge to do this work effectively

• To provide those employees dealing with complaints in relation to the implementation of the Council's Race Equality Scheme, with the necessary skills and knowledge to monitor and investigate complaints effectively

• To provide those employees involved in the consultation processes with the necessary skills and knowledge to do this effectively

The training will be facilitated by Equality and Diversity specialist trainers.
COMPLAINTS

The Council positively welcomes feedback and complaints on the way it is implementing both the specific and general duties under Race Relations legislation. In common with the Council's agreed procedures, complainants are asked to contact the Customer Services Section in the first instance. The Council is aware however that for those sectors of the community who have difficulties in accessing services the Council's formal complaints procedure may be similarly inaccessible.

Our objective in having a complaints procedure is to ensure that all residents' concerns are addressed; a prerequisite for this is that all sectors of the community have confidence in the responsiveness of the Council. It is felt that there is a role for the Council's Equality and Diversity Consultant to act as a conduit between ethnic minorities groups and the Council where there are barriers to using the complaints procedure. This will enable complaints to be resolved at the most appropriate level and develop improved, direct links with the black and ethnic minority groups.

If the concern is not able to be resolved in this way the standard Council complaints procedures will be followed. Complaints that allege that service delivery or policies are in some way discriminatory will be considered by the appropriate Executive Director who will investigate. If the complaint is substantiated it will be reported to the Council's Cabinet (and Overview and Scrutiny Committee) with recommendations for action that may include amendments to policy or procedures as appropriate.

The complaint will also be considered when reviewing the appropriate function in our three-year review programme.

The complainant will be kept informed of the results of their complaint and advised of their right to take the complaint to the Local Government Ombudsman and/or the Commission for Racial Equality.
REVIEW OF THE RACE EQUALITY SCHEME

The Council will review its race equality policies on an annual basis, but the overall impact of the scheme within three years of its existence.

The review will take into consideration issues such as:

• Whether or not Havering Council has complied with its general duty of the Race Relations Amendment Act 2000

• How the three sections of the general duty in eliminating racial discrimination, promoting equality of opportunity and promoting good race relations between persons of different racial groups have been advanced in relation to the discharge of the Council's functions

• The Council will consult with partner organisations and black and minority ethnic groups to ensure their views are registered as part of this review
HAVERING'S YEAR ONE PRIORITY LIST AND SUMMARY ACTION PLAN 2002/2003

Priority for review: Year 1

- Customer Access
- Customer Complaints
- Housing Allocations
- Housing Estate Management
- External Communications
- Consultation and Involvement
- Voluntary Sector Support
- Asylum Seekers
- Cemeteries and Crematorium
- Best Value Review areas
- Children and Lifelong Learning: see Appendix C
**ACTION PLAN SUMMARY 2002/2003**

Some elements of the action plan programme have already been implemented at the time of this report.

<table>
<thead>
<tr>
<th>Year 1</th>
<th>June 2002 - June 2003</th>
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</thead>
<tbody>
<tr>
<td>Establish a Race Equality Task Force, from the Corporate Equalities &amp; Diversity Group</td>
<td>April 2002 (achieved)</td>
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<tr>
<td>Formal endorsement by Cabinet</td>
<td>June 2002</td>
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<tr>
<td>Publicise Race Equality Scheme and availability in summary form through &quot;Living in Havering&quot; Newspaper</td>
<td>August 2002</td>
</tr>
<tr>
<td>Consultation on screening process</td>
<td>June - August 2002</td>
</tr>
<tr>
<td>Initial screening of Councils functions/policies</td>
<td>June - August 2002</td>
</tr>
<tr>
<td>Audit and Monitor existing good race relations activities</td>
<td>July - September 2002</td>
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<tr>
<td>Equality and Diversity Training for staff and Elected Members to include the Race Relations Amendment Act (2000)</td>
<td>September 2002 ongoing</td>
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<tr>
<td>Reports to Cabinet (and Overview and Scrutiny Committee and cabinet on progress of implementation)</td>
<td>September 2002 ongoing</td>
</tr>
<tr>
<td>Reports to Senior Management Team</td>
<td>September 2002 ongoing</td>
</tr>
</tbody>
</table>

**APPENDICES**
A. Havering's Structure
B. Assessing Functions or Policies for their relevance to the General Duty
C. Children and Lifelong Learning: Impact Assessment
D. Havering's Black and Minority Ethnic Composition (1991 Census)
E. Consultation List
F. Havering's Equality and Diversity Policy
G. Racial Incidents Guidelines
APPENDIX A: HAVERING'S STRUCTURE

Chief Executive
Harold Tinworth

Executive Director
Community Services
Marilyn Richards

Executive Director
Environment and Enterprise
Heather Bonfield

Executive Director
Resources
Mark Gaynor

Executive Director
Children and Lifelong Learning
Stephen Evans

Executive Director
Customer Access and Services
Cynthia Griffin
## APPENDIX B: ASSESSING FUNCTIONS AND POLICIES FOR THEIR RELEVANCE TO THE GENERAL DUTY

* 1 = Eliminating discrimination  
  2 = Promoting equality of opportunity  
  3 = Promoting good race relations

<table>
<thead>
<tr>
<th>Function / Policy Area</th>
<th>Which aspects of the General Duty apply*</th>
<th>What degree of relevance</th>
<th>Evidence of public concern / level of action required to ensure compliance</th>
<th>Priority for review</th>
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<td>Priority for review</td>
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<td>What degree of relevance</td>
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<td>Elders</td>
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<td>Learning Disabilities</td>
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<td>Physical Disabilities</td>
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<td>Revenues and Benefits</td>
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<tr>
<td>Leisure</td>
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<td>Parks</td>
<td>2</td>
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<td>0</td>
<td>3</td>
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<tr>
<td><strong>CHILDREN AND LIFELONG LEARNING</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>See Appendix C</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Function / Policy Area</td>
<td>Which aspects of the General Duty apply*</td>
<td>What degree of relevance</td>
<td>Evidence of public concern / level of action required to ensure compliance</td>
<td>Priority for review</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------------------------------</td>
<td>--------------------------</td>
<td>-------------------------------------------------</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>0 = None</td>
<td>0 = None</td>
<td>1 = High</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 = Little</td>
<td>1 = Little</td>
<td>2 = Medium</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 = Some</td>
<td>2 = Some</td>
<td>3 = Low</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 = A lot</td>
<td>3 = A lot</td>
<td></td>
</tr>
<tr>
<td>ENVIRONMENT</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Highways</td>
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<td>0</td>
<td>3</td>
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<tr>
<td>Street Lighting</td>
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<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Grounds Maintenance</td>
<td>-</td>
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<td>0</td>
<td>3</td>
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<tr>
<td>Street Cleansing</td>
<td>-</td>
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<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Parking</td>
<td>-</td>
<td>0</td>
<td>0</td>
<td>3</td>
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<tr>
<td>Road Safety</td>
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<td>Waste Management</td>
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<tr>
<td>Planning</td>
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<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Development and Control</td>
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</tr>
<tr>
<td>Building Control</td>
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<td>0</td>
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</tr>
<tr>
<td>Environmental Health</td>
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<td>2</td>
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<td>2</td>
</tr>
<tr>
<td>Trading Standards</td>
<td>1,2,3</td>
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<td>3</td>
</tr>
<tr>
<td>Cemetery and Crematorium</td>
<td>1,2</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Planning Enforcement</td>
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<td>0</td>
<td>3</td>
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<tr>
<td>Catering</td>
<td>1,2</td>
<td>1</td>
<td>0</td>
<td>3</td>
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<tr>
<td>Countryside</td>
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<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Transport</td>
<td>-</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Technical Services</td>
<td>-</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Building Works</td>
<td>-</td>
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<td>0</td>
<td>3</td>
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<tr>
<td>Market</td>
<td>2</td>
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<td>2</td>
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<tr>
<td>Town Centre Management</td>
<td>-</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>
APPENDIX C: CHILDREN AND LIFE LONG LEARNING RACE (EQUALITY SCHEME)

This paper sets out the duties of the Council as LEA carried out by CLL. They have been set out according to priority in relation to eliminating and promoting equality.

**PRIORITIY ACTION**

<table>
<thead>
<tr>
<th>Policy Function</th>
<th>Present Position</th>
<th>Action</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>To prepare an education development plan setting out the LEA's proposals for raising the standards of education for children, to submit the plan to the Secretary of State, and to comply with any modification required.</td>
<td>The Havering Education Development Plan</td>
<td>The Education Development Plan has received the highest grading from OfSTED. There is a specific set of activities to address equalities and the performance of pupils from minority ethnic communities, these include: the further development of Havering's strategic approach, ensuring a collective, evidence based understanding of the causes of pupil dissatisfaction promoting effective approaches to managing diversity and tackling race issues supporting schools to identify, target support and track progress of groups of pupils who underachieve</td>
<td>April 2003 linked to the Education Development Plan timescale.</td>
</tr>
</tbody>
</table>
| To ensure that LEA functions relating to the provision of education are exercised with a view to promoting high standards | Post OfSTED Action Plan | The Post OfSTED Action plan sets out recommendations, actions and activities that specifically aim to:
| | a) improve support for minority ethnic achievement | a) To review the composition of governing bodies of schools; b) to make arrangements for the appointment of parent and teacher governors; and c) to appoint governors where the LEA has the duty to do so | April 2003 linked to the Post OfSTED Action Plan |
| | b) improve the effectiveness of measures to combat racism | (Head of Learning and Achievement) | (Senior Inspector - School Development) |
| | a) To review the composition of governing bodies of schools; b) to make arrangements for the appointment of parent and teacher governors; and c) to appoint governors where the LEA has the duty to do so | DfES Guidance (Circular 15/98) | There is a need to recruit more governors from minority ethnic communities. This forms part of the Post Inspection Action Plan and there is a range of activities to promote the recruitment of governors from minority ethnic communities, for example: increasing publicity of governor events, targeting communications with ethnic minority groups and collecting data on governor ethnicity profiles. |
| | | GBSU issued draft template to governing bodies - given examples to select a preferred composition | April 2003 linked to the Post OfSTED Action Plan |
| | | DfES posters/pamphlets distributed to the schools and libraries | |
| | | Post OfSTED Action Plan | |
| | | Instruments given to all governors, and to new governors when appointed/elected | Training for governors will be reviewed to ensure that it will be accessible to governors from minority ethnic communities. This forms part of the Post OfSTED Action Plan which includes specific actions for the training of governors. |
| | | Invitation letter, when governors are appointed, encouraging them to take up training | |
| | | Link governor/training issues regularly on agendas | |
| | | Training Brochure for governors | |
| | | Post OfSTED Action Plan | |

To provide the required information to governors, free of charge, and to provide the training for governors which the LEA thinks necessary (Senior Inspector - School Development)
To act in accordance with employment law and to seek to ensure that governing bodies of schools where the LEA employs the staff also do so

(Personnel Manager)

General and School Personnel Policies and procedures
- Regular advice to schools concerning legal and best practice updates with regard to employment issues. This is undertaken via:
  - regular written and verbal briefings to head teachers and Governing Bodies
  - reviews of working practices
  - development and reviews of policies of procedures
  - issuing of guidance
  - training and development events
- Direct consultation between corporate Human Resources and the teaching unions takes place on the development and review of Council Human Resource policies and procedures

Specific requirements apply to schools which have more than 150 staff in relation to the RR Amendment Act.

Through the CEO, to offer advice on the appointment of head teachers and deputy head teachers of schools where the LEA employs the staff

(Senior Inspector - School Development)

- Headship Appointment Timetable
- Summary of the Arrangements for Appointing Head Teachers
- School teachers' Pay and Conditions Document

As above
To give advice, where requested to do so by governing bodies of schools where the LEA employs the staff on the appointment of teachers (Personnel Manager)

- Recruitment and Selection Policies and Procedures
- Equal Opportunities Policy
- Provision of regular verbal and written support, guidance and advice on recruitment matters to head teachers and governing bodies via:
  - Placement of internal and external advertisements
  - Participation in interviews, if requested
  - Preparation of all recruitment documentation and implementation of recruitment processes e.g. offer letters, contracts of employment, police checks, medical clearance, creation and maintenance of personal files, notification to payroll, support the NQT induction process, provision of information on new starters, advice on terms and conditions
  - Undertake specific training and development events for head teachers and governing bodies on recruitment issues
- Recruitment and Retention Strategy
- Annual Salary Review Report

As above and will form part of the training for governors from minority ethnic communities.
To appoint and dismiss teaching and other staff in schools where the LEA employs the staff, acting, where required, on the directions of governing bodies and, where appointing staff, doing so when potential employees meet the staff qualification requirements in accordance with the requirements of the Race Relations Act
(Personnel Manager)

- Recruitment and Selection Procedures
- Equal Opportunities Policy

As above

To establish, maintain and review appraisal schemes for teachers and head teachers
Senior Inspector - School Development

- DFES materials on appraisal scheme for teachers

As above

Ongoing

To publish information about admission arrangements for maintained schools in the LEA area and to give parents in its area the opportunity to say which school they would like their children to attend.
(School Support & Pupil Service Manager)

- Criteria for school admissions conform to the Code of Practice as they are transparent and objective. All community schools are comprehensive with no selection by aptitude.
- For secondary schools there is an admission consortium which includes all the admission authorities in the borough. The purpose of the consortium is to ensure the arrangements are co-ordinated to make the exercise less complex and more transparent for parents
- The admissions booklets provide clear advice on how to apply, where to apply and there is a flow chart in the secondary booklet which gives clear time-scales for the admission processes
- Information will be provided in community languages for the booklets for admissions in 2003-2004

Summer 2002
To meet parents' wishes for the attendance of their children at particular schools, where possible and where consistent with efficient education or the use of resources at the schools, and with the admission criteria of selective schools and any agreement on maintaining a school's distinctive character

(School Support & Pupil Service Manager)

- Over 90% of parents gain a place at a school for which a preference had been initially made in the initial stage of the admission process i.e. before the statutory appeals stage. There are no catchment areas for secondary schools and admissions are dealt with in the spirit of 'more open enrolment'
- Neighbourhood area exist for primary schools as most parents wish to send their children to the local school

Policy/Function

To exercise its functions with a view to securing that the curriculum for each maintained school is:

a) balanced and broadly based, promotes the spiritual, moral, cultural, mental and physical development of pupils at the school and of society, and prepares pupils for the opportunities, responsibilities and experiences of adulthood

b) provides the National Curriculum;

c) except in special schools, provides for religious education and religious worship; and (d) in secondary schools, provides for sex education

(Senior Inspector - School Development)

Present/Position

HIAS Service Plan

- Issues in relation to (a), (b) and (c) are raised by both subject and link inspectors as appropriate
- raised by both subject and link inspectors as appropriate
- Issues relating to (a), (b) and (c) noted in OFSTED Reports are followed up
- Governors are made aware of their responsibilities with respect to (d)
- All aspects fall within the self-review process in schools which is supported and promoted by the authority

Action

It is important that schools are sensitive to and aware of all faiths.

Timescale

As above

Summer 2002

AREAS FOR MONITORING AND REVIEW
<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) To determine, and keep under review, a written policy on the secular curriculum for community and aided schools; and b) to have regard to this policy in carrying out the LEA’s functions</td>
<td>(Senior Inspector - School Performance) 1991 NCC document Policy is currently under review Guidance provided on curriculum statements</td>
<td>As above Ongoing</td>
</tr>
<tr>
<td>To establish a Standing Advisory Council on Religious Education and adopt an agreed syllabus for the teaching of religious education</td>
<td>(Senior Inspector - School Performance) Agreed Syllabus (as reviewed) SACRE Annual Report</td>
<td>It is important that schools are sensitive to and aware of all faiths Ongoing</td>
</tr>
<tr>
<td>To exercise its functions with a view to securing that community schools provide for religious education and collective worship</td>
<td>(Senior Inspector - School Performance) Agreed Syllabus Guidance is provided to schools by SACRE</td>
<td>As above Ongoing</td>
</tr>
<tr>
<td>To take steps to ensure that any sex education is given in such a way as to encourage pupils to have due regard to moral considerations and the value of family life</td>
<td>(Senior Inspector - School Performance) Guidance Documents to Schools Guidance provided at Inset sessions Commentary provided on national guidance</td>
<td>It is important that schools are sensitive to and aware of other cultural values Ongoing</td>
</tr>
</tbody>
</table>
a) To have due regard to the provisions of the Code of Practice on special educational needs, in exercising the LEA's functions in relation to children with special educational needs

b) to establish a policy on special educational needs
c) to provide written statements about the rights and duties of parents
d) to keep under review the arrangements made for special educational provision

(Revenue Officer SEN)

- SEN Development Plan
- SEN reports to committee
- Guidance for SENCO's on Havering's SEN (issued by EPS)
- Assessment Policy
- Behaviour Support Plan
- Policy for Special Educational Needs
- Education Development Plan

Havering has high levels of inclusion of pupils with SEN within mainstream education.
Baseline data is required to establish incidence of SEN and patterns of placement of minority ethnic pupils.

Ongoing

To have regard to the need for special educational provision to be made for those who need it, identifying and assessing those children with special educational needs which call for the LEA to determine the provision that should be made for them, and issuing guidance to schools on the assessment procedures to be used

(Revenue Officer SEN)

- Booklet for Parents
- Parent Partnership Officer appointment has enhanced parental understanding of rights. Information leaflets provided for parents

- Consider need for materials to be made available in community languages

Ongoing

To educate a pupil for whom the LEA maintains a statement of special educational needs in an ordinary school, as long as account has been taken of parents' views, the pupil receives the right provision, and resources are used and education provided efficiently for other pupils

(Revenue Officer SEN)

- High proportion of children educated in mainstream schools demonstrates a commitment to inclusion
- Specialist support services ensure inclusion; including physical disability, autism/ASD and EBD

- Evidence presently available does not show over-representation of any minority ethnic groups

Monitoring and review of data to be undertaken in line with requirements
<table>
<thead>
<tr>
<th>To notify the parent of a pupil of their right to appeal to an independent Tribunal against the LEA's decision (Education Officer SEN)</th>
<th>Parent Partnership scheme provides advice for parents</th>
<th>Havering has low levels of appeals to the SEN Tribunal demonstrating effective partnership working with parents</th>
</tr>
</thead>
<tbody>
<tr>
<td>To make arrangements for the provision of suitable education at school (including pupil referral units), or otherwise than at school, for children of compulsory school age who, by reason of illness, exclusion from school or otherwise, will not receive a suitable education without those arrangements (School Support &amp; Pupil Services Manager/Principal Education Psychologist)</td>
<td>Inclusion Panel considers provision for pupils who have been excluded or are at risk of exclusion</td>
<td>Baseline data relating to ethnic profile of cases needs to be established and analysed.</td>
</tr>
<tr>
<td>Where children of compulsory school age are not receiving full-time education by regular attendance at school or otherwise, (a) to serve school attendance orders on parents, and (b) in appropriate circumstances, to consider whether to apply for an education supervision order and/or to institute other court proceedings (Manager - Education Welfare Service)</td>
<td>Guidance to schools on attendance. Education Welfare Service works with schools and families to promote school attendance</td>
<td>Baseline data relating to ethnic profile of cases to be subject to analysis and monitoring</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cases are identified based on objective data of absence levels</td>
</tr>
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</tbody>
</table>
| To ensure that school meals are of an adequate nutritional standard (Head of Catering and House Services) | • Nutritional analysis primary schools  
• Dietician's report on menus for primary schools | • Service is sensitive to and aware of religious requirements | Ongoing |
|---|---|---|---|
| a) To establish an early years development partnership for their area to review the sufficiency of the provision of nursery education in the LEA’s area and assist in the preparation of an early years development plan; and | • Early Years Development and Childcare Plan  
• Annual Childcare Audit | There are requirements within the Plan in relation to equalities. All training contains equalities elements. All Early Years providers registered with Partnership are required to have equal opportunities policies in place | Subject to annual revision of Early Years Childcare and Development Plan |
| b) to submit this plan to the Secretary of State for approval (Head of School and Student Services) | | | |
| To secure sufficient nursery education provision for their area (Head of School and Student Services) | • Early Years Development and Childcare Plan | The Early Years Development Team administers the Nursery Education Grant on behalf of the Havering Early Years Development and Childcare Partnership ensuring that a free part-time early education place is available for all 3 year olds, whose parents want one, by 2004. This is regardless of race, religion. | Ongoing |
# Appendix D

Havering's Black and Minority Ethnic Composition (1991 Census)

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black Caribbean</td>
<td>0.6%</td>
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<tr>
<td>Black African</td>
<td>0.2%</td>
</tr>
<tr>
<td>Black Other</td>
<td>0.2%</td>
</tr>
<tr>
<td>Indian</td>
<td>1.1%</td>
</tr>
<tr>
<td>Pakistan</td>
<td>0.2%</td>
</tr>
<tr>
<td>Bangladeshi</td>
<td>0.1%</td>
</tr>
<tr>
<td>Chinese</td>
<td>0.4%</td>
</tr>
<tr>
<td>Asian</td>
<td>0.2%</td>
</tr>
<tr>
<td>Other</td>
<td>0.4%</td>
</tr>
<tr>
<td><strong>Total Ethnic Minorities</strong></td>
<td><strong>3.2%</strong></td>
</tr>
<tr>
<td>(Total Projected for 2001)</td>
<td><strong>4.3%</strong></td>
</tr>
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</table>
APPENDIX E: CONSULTATION LIST

Havering Local Strategic Partnership
Community Planning Forum
Community Management Team
Havering Racial Equality Partnership
Trade Unions
Havering Islamic Cultural Centre
Beni African- Caribbean Art in Education Project
Havering Asian Social & Welfare Association
Asian Welfare Society of Havering
Muslim Women's Association
Phalguni Centre of Indian Music
Havering Jewish Community
Elm Park Synagogue
Hindu Centre
Bahai Faith Community
Essex Hindu Society
Essex Islamic Trust
Havering Black Socialist Society
Association of Jewish Ex-Servicemen and Women
Romford Citizens Advise Bureau
Beni African- Caribbean Art in Education Project
Havering Islamic Cultural Centre
Equality Action Forum- Havering
SPACE Mentoring Scheme
(Supporting People to Actualise Cultural Empowerment)
APPENDIX F: HAVERING'S EQUALITY (AND DIVERSITY POLICY)

Introduction

• Statement of Intent

• The London Borough of Havering is committed to making sure that it provides equality of opportunity through employment and service delivery. This commitment has been reflected by the Council adopting equality of opportunity as one of its core values.

• The Council recognises diversity within its workforce and values this diversity as a strength to the organisation. The Council also recognises that this diversity is essential to provide a range of services to all its customers in an equally diverse community. It will ensure that the different needs and expectations of its diverse workforce and community are met.

• The Council's approach to Equality and Diversity is based on the principle of inclusion. (Increasing the diversity of people actively involved in and contributing to the development of sustainable communities). At its heart is a commitment to the value that all staff bring to the organisation because of their diverse characteristics. These cover not only race, gender and disability - the three usual areas covered in Equalities policies - but also factors such as age, marital status, sexuality, religion, background, personality and workstyle.

• Havering Council will work hard to ensure that:
  * As an employer, it provides an employment environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.
  * As a provider of services, which recognises the diversity of its local community, it treats each member of the community fairly and equally, in all its dealings.

• The Council recognises that there is also a strong business case for placing a positive value on diversity in the workforce and in the community. Managing how staff deal with diversity will better enable the Council to provide appropriate, quality services for the whole community.

• The Council, as a community leader, will aim to influence, promote and maintain the equal treatment of all members within its community to all community members.

• The Council will not discriminate directly or indirectly through applying conditions or requirements which contravene legislation and/or which cannot be shown to be justified.

• The Council is committed to securing and working in partnership with its community, businesses and Local and National interest groups that represent all sections of the local community, in promoting an environment where fair and equitable services are provided to its customers.
• It is the responsibility of every employee of the authority to uphold and implement this policy; and it is the direct responsibility of Elected Members and Management to plan, manage, monitor and regularly review this policy in relation to the Council's services and staffing issues.

Aims and scope of this policy

• The Council's Equality and Diversity policy seeks to ensure that 'equality' remains an integral and contributory part of achieving the Council's corporate aims and objectives, by addressing equality in employment and service delivery in its strategic and business planning processes.

• This policy applies to every employee, member of the community, our customers and those to whom we are customers.

• Havering Council is committed to:
  * the elimination of unfair or unlawful discrimination against its employees, job applicants and its customers.
  * the positive promotion of policies, procedures and practices designed to support equal opportunity at all stages of employment, in its provision/delivery of services to customers and with its business affairs in the community.
  * the use, development and retention (wherever possible) of the full range of skills and talents of its employees, regardless of race or colour; gender or marital status; disability, religion, sexuality and any other factors which are not relevant to people's ability or potential, except where this would result in a risk to the public and/or to employee safety

• The Council will act within the letter and spirit of equal opportunity legislation and related codes of practice. The Council also recognises that unfair treatment can occur on grounds not covered directly by these laws (such as age, religion and sexual orientation) and will extend the principles of equal opportunity to include individuals or groups affected by these factors.

• The Council will not tolerate processes, attitudes and behaviour that amount to discrimination, including harassment, victimisation and bullying through prejudice, ignorance, thoughtlessness and stereotyping. This commitment will be demonstrated from Members, senior management and throughout the Council.

Legislation

• The Council is committed to eliminating unlawful discrimination and achieving equality of opportunity as an employer and service provider. The Council is committed to the provisions of all related legislation.

THE RACE RELATIONS 1976 ACT
(AS AMENDED BY THE RACE RELATIONS AMENDMENT ACT 2000)

* This act makes it unlawful to discriminate against anyone on the grounds of race, colour, nationality (including citizenship) or ethnic or national origin.

* The amended act imposes positive duties on public authorities to eliminate racial discrimination and to promote racial equality in relation to jobs, training, housing, education and the provision of goods, facilities and services.
The act also imposes a positive duty on all major public bodies in promoting equality of opportunity and good race relations.

**SEX DISCRIMINATION ACT 1975 AND 1986**

* This act makes it unlawful to discriminate against anyone on the grounds of gender or marital status. The act covers employment, education, provision of goods, services, facilities or accommodation.

**DISABILITY DISCRIMINATION ACT 1995**

* This act makes it unlawful to discriminate against anyone on the grounds of disabilities. The act covers employment, access to goods and services, transport, education buying/renting of land or property.

**EQUAL PAY ACT 1970 (AS AMENDED) 1983**

* This act requires that employers should provide equal pay for, broadly speaking, work of equal or equivalent value for their employees.

**TRADE UNION & LABOUR RELATIONS (CONCILIATION) ACT 1992**

* This act makes it unlawful for an employer to discriminate against/harass an employee on the grounds of membership or non-membership of a trade union or taking part in trade union activities.

**Discrimination**

**WHAT IS DISCRIMINATION**

* Prejudice is the attitude and discrimination is the act. The Council recognises that discrimination can take different forms, all of which are unacceptable.

**TYPES OF DISCRIMINATION**

**Direct Discrimination & Indirect Discrimination**

Direct discrimination is where a person, in a group of people with the same or similar circumstances, is treated less favourably than the others in the group because of their race, gender, disability or sexuality.

Indirect discrimination is where an unjustifiable requirement or condition is applied, apparently equally on all groups of people but, in practice, its impact is greater on one particular group than on the others.

**Institutional Discrimination**

Institutional discrimination consists of the collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture, ethnic origin, gender or disability etc. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping which further disadvantage such people.

**ELIMINATING DISCRIMINATION**

* This policy sets out the Council’s commitment to opposing all forms of discrimination and will therefore ensure that its employees, job applicants and the community it serves are not discriminated against on the basis of any of the following:
race, colour, ethnic group or national origin
• gender or marital status
• disability
• sexuality or sexual orientation
• age
• employment status
• actual/suspected HIV/AIDS
• religion and faith
• trade union activities
• unrelated criminal offences/ex-offenders
  (subject to any legal or public interest constraints)
• responsibilities for children or dependants

Harassment

• Harassment is capable of being discriminatory and can be described as inappropriate actions, behaviour, comments or physical contact which may cause offence i.e. mental or physical anxiety or hurt to an individual. It may be related to gender, race, disability, sexuality, age, religion, nationality or any personal characteristic of an individual. Such action is considered as less favourable treatment in that people who are harassed may feel less comfortable in the service/working environment or may even decide not to pursue their right to receive the service. A separate Harassment Policy deals with this.

Victimisation

• Victimisation can be described as treating an individual less favourably than one would treat others because the individual has made a complaint of discrimination, given evidence about such a complaint or raised a concern under the Public Interest (Disclosure) Act 1998 and the Council’s Confidential Reporting Policy (a separate policy).

Requirements and Responsibilities Under The Policy

REQUIREMENT

• The Council’s commitment to equality and diversity needs to be widely and effectively communicated throughout the workforce and to potential employees and contractors.

For this purpose:

A statement of the Council’s commitment to diversity and equal opportunity (eg Statement of Intent and Aim of this Policy), shall be displayed at each work location and all other Council buildings.

The principles of equal opportunity must be integrated into all Council policies e.g. recruitment & selection, disciplinary, grievance, performance management etc.

A copy of this Policy should be held and maintained by each Personnel cluster or Section line manager and be available for inspection by employees.

All new entrants and contractors will be given a copy of the Council’s diversity and equal opportunities statement as part of their induction package.
Agencies and contractors working on behalf of the Council must be able to demonstrate their commitment to equal opportunities and the requirements under the Council's equality and diversity policy.

All human resource and organisation practices will be kept under review to ensure the elimination of unjustified bias or prejudice, whether or not such discrimination is barred by legislation.

The Council will establish performance indicators to monitor, measure and evaluate the Council's progress towards achieving its corporate equality objectives and strategy.

**RESPONSIBILITIES**

* The Council will:

  Create an environment where equality and diversity is valued and its employees and customers are treated fairly and on an equitable basis.

  Integrate equality and diversity within the Council's Strategic and Corporate Objectives.

  Promote equality and diversity in the workplace and in providing services to the community.

  Deter discrimination by making it clear to all that discrimination is unacceptable and will be treated as a serious matter and a disciplinary offence.

  Provide training to Members, Managers, Supervisors, employees and others to ensure that the Council's commitment to equalities and diversity is known and understood.

  Provide appropriate training and guidance to support Managers and employees in fulfilling their individual responsibilities under this policy.

  Design its services to meet the needs of its communities as identified by the community.

  Regularly monitor and review all systems and procedures used in the provision of services to ensure equality, responsiveness, sensitivity and accessibility.

  Monitor organisational and employee performance and evaluate these against equalities objectives.

  Work in partnership with employees and unions in promoting equality and diversity in the workplace and in service provision.

  Work in partnership with the voluntary and private sector to develop good practice on issues of access.

* Managers will:

  Demonstrate commitment to the Policy by incorporating it into their service plans.

  Be responsible for the implementation and monitoring of the policy within their service areas.

  Ensure that the policies and strategies are communicated to all employees and allow for discussion and feedback, i.e. Personal Development Performance Appraisal (PDPA's) to include references to practical targets on achieving equality and diversity.
Help create a working environment which is free from discrimination, including harassment, victimisation and bullying.

Ensure that all employees understand their responsibilities i.e. any form of discrimination will not be tolerated and will be treated as a serious offence which could lead to disciplinary action, not excluding dismissal.

Effectively manage and deal promptly and thoroughly with any complaints of discrimination including harassment, victimisation and bullying.

Deal promptly with complaints of inequality from customers, members of the community and employees and ensure the matter is investigated thoroughly and any other steps taken.

Consider their actions and ensure that there is no scope for discriminatory practices. They must ensure fairness and equality of treatment in all employment practices e.g. to assess the performance and potential of any individual on merit and without regard to stereotypes and assumptions.

Monitor and provide quarterly reports, on service related complaints of inequality, to Executive Directors and the Corporate Equality Diversity Group.

* Employees will:

Ensure that they understand the policy and are clear about its implications i.e. that any breach of the policy will be treated seriously and may lead to disciplinary action not excluding the sanction of dismissal.

Ensure that they do not discriminate in any matter of employment or service provision/delivery by treating both colleagues and customers fairly, equitably and respectfully.

Ensure that they work towards and meet equality targets set within their (PDPA) and report any factors which may impede these being met.

Not discriminate against, harass, abuse, intimidate or victimise other employees or service users.

Not induce or attempt to induce other employees to discriminate against, harass, intimidate or victimise other employees or service users.

Take appropriate action if there are apparent breaches of the policy.

Contact any of the following:

- Your manager or the next tier manager
- Your Trade Union
- Your Cluster Personnel Team
- Corporate Human Resources, in the first instance, if you feel that you have not been treated fairly under this policy

They will ensure that a full and thorough investigation will be carried out and they will ensure that in doing so, no victimisation of any of the parties takes place.
* Corporate Human Resources will:

Facilitate and regularly promote and report on strategic approaches and progress on Corporate strategy and equality action plans/programmes.

Develop and support the implementation of equality and diversity action programmes. Analyse and report on the results of Corporate monitoring.

Assist Executive Directors and Heads of Services with devising their local equality and diversity strategies and action plans/programmes.

Provide corporate management information, review, monitor and evaluate equality and diversity related issues such as disciplinary, grievances, training and employment.

Provide equality and diversity awareness and training programmes.

* Cluster Personnel Teams will:

Ensure that procedures, practices, advice and guidance provided are consistent, and lie within the framework of the requirements under this Policy.

Co-ordinate and analyse the results of equality monitoring within the Clusters. Work with and support managers within the Clusters on the implementation of this policy and any supporting action plans/programmes.

Facilitate and provide professional advice and guidance to Managers, Supervisors, Team-Leaders and employees, regarding this policy.

Regularly review and monitor progress towards the achievement of local equality objectives/targets.

Maintain local/monitoring information and produce information to facilitate corporate monitoring.

* Trade Unions

The Council recognises that the Trade Unions share its objectives of eliminating discrimination and promoting equality and diversity initiatives/programmes. Therefore, the Council encourages Trade Union involvement in promoting equality of opportunity in Havering and participation in joint initiatives and regards this as a matter for full consideration and commitment.

* Service Users

All service users are expected not to discriminate against, induce discrimination or permit discrimination and to report any apparent instances of discrimination to an appropriate person/manager of the service.

The Council’s Policy will be made known to the public and any breach of the policy may lead, subject to any legal constraints, to suspension of services to any user found to have done so.

* The Council as Community Leader

In addition to acting to promote equality of opportunity in the workplace and service delivery, the Council will actively promote equalities within the community by way of publicity, commitment and practical support to all groups facing disadvantage, and
take responsibility for promoting equality and "Well Being" in the community at large.

**Monitoring**

* The policy and procedure will be subject to regular review on the basis of good practice and monitoring data, to evaluate the success of initiatives and implementation of this policy and; to provide a platform for improvement.

* The Corporate Diversity Group will be responsible for reporting the Council progress towards achieving the aims of the policy.

**Implementation of the policy**

* All employees, trade unions, agents of and contractors with the Council have a responsibility and a role to play in the implementation of this Policy. The Council will actively promote this policy and do the following to ensure that this policy is fully effective:

  Regularly review, monitor and evaluate all policies, procedures and practices both in service delivery, employment and resources allocation from an equality perspective to ensure that they conform with this policy.

  Communicate policies and procedures to employees, service users, contractors and agents.

  Build equality/diversity targets where appropriate into PDPA processes for staff. Take appropriate action (using agreed procedures) if any employee breaches the conditions of this policy.

  Provide training and guidance to all employees, particularly for personnel staff, line manager, supervisors and team-leaders to ensure that they understand their legal and corporate responsibilities.

  Provide positive action training programmes (where legally permissible) to under-represented groups to redress current imbalances e.g. through recruitment, career planning and training.
APPENDIX G:
(RACIAL INCIDENTS GUIDELINES)

Guidance for Employees - Racial Incidents

STATEMENT OF POLICY

• As an employer and service provider, the Council is committed to eliminating unlawful racial discrimination and ensuring that its employees are treated with dignity and respect at all times.

• The council will provide support to its employees who experience any form of racial incident(s). All racial incidents, either involving another employee, colleague or service users will be taken seriously, thoroughly investigated and may lead to

  * disciplinary action, which may result in the dismissal of an employee or
  * suspension/withdrawal of service from service users or the community
  * prosecution of the perpetrator

DEFINITIONS

• **Racial Incident** - occurs when a person suffers racial verbal or physical abuse, threat or assault.

• **Physical** - action causing discomfort or embarrassment, intimidatory actions, physical attack.

• **Verbal** - remarks and jokes which are derogatory or insulting, ridicule, threatening language.

WHAT TO DO IF/WHEN YOU EXPERIENCE RACIAL ASSAULT

• If you have been, or are, experiencing any form of racial incident(s) involving another employee, service user or anyone you come into contact with within the course of your work, you should inform your line manager immediately.

• You should contact your senior line manager if your line manager is the person involved in the racial incident(s). The manager (line/senior) will talk through the incident(s) with you.

• You will be required to complete form R1, (available from your manager), as soon as possible. Your manager will assist you in completing the form, if necessary. A copy of the completed form should be sent to your cluster personnel team.

• You may need to identify any witnesses and they will be asked to provide witness statements as appropriate.

• After discussions with you and where appropriate, your manager may refer you to Occupational Health for counselling and support.
ALTERNATIVE CONTACTS

• If you feel uncomfortable talking to your line manager or senior line manager, about an incident, you may contact one of the following in confidence to discuss your concerns:
  * A Friend or Colleague
  * Trade Union Representative
  * Occupational Health & Safety Advisor on ext 2597/2529
  * A member of your Cluster Personnel Team or Corporate Human Resources
  * Confidential Helpline ext. 2321
  * Equalities Action Forum (*see below) Tel: 229528

• The Equality Action Forum (EAF) is an independent group, comprising employees from Community Services, reflecting a range of social identities, who have experience, knowledge and commitment to the promotion of equality and social justice.

The group aim to offer advocacy, advice and support for those experiencing, discrimination/harassment of various kinds including racism.

You should keep a written diary and/or record of incident/s which occur making sure you note the following:
  * the date, time and details of the incident/s
  * details of any witnesses
  * why the action caused offence and how it made you feel
  * what action was taken and/or the outcome of the action

• Your manager or whoever you report the incident to will initiate an investigation as soon as possible.

SUPPORT FOR EMPLOYEES

• As mentioned above, the Council will provide proactive support for its employees in relation to racial incidents. Support will include:
  * A Helpline - where employees can talk to someone in confidence
  * Counselling via Occupational Health

• An employee who is alleged to have been involved in a racial incident may seek advice from their line manager or any of those listed above. They are also entitled to advice/support of a trade union representative or work colleague at any stage during the investigation.

• Reports of racial incidents will be taken seriously, investigated sensitively and dealt with appropriately.

• There must be no reprisals against employees who report racial incidents.

HARASSMENT & BULLYING POLICY

• A harassment and bullying policy has been developed and consulted upon with trade unions. This will be implemented as soon as committee approves it.

CONFIDENTIALITY

• The Council will ensure that confidentiality is maintained at all times, except where otherwise required by implementing the relevant policy.
RACIAL ASSAULT INCIDENT FORM (R1)

To be completed by employees reporting racial incident/s
Managers must keep a copy of this form and send a copy to Cluster Personnel Team

PART A

Personal Details (Complainant)
Name __________________________ Gender: Male ☐ Female ☐
Job Title __________________________ Cluster __________________________
Disability: Yes ☐ No ☐ Ethnicity (please see codes below) __________________________
Workplace/Location ________________ Telephone no/ext ________________

PART B

Details of the Incident(s)
Date of Incident(s) ________________ Time of Incident(s) ________________
Date reported to manager/supervisor ________________ Time ________________
Location of Incident(s) __________________________
Gender of Perpetrator Male ☐ Female ☐
Was the assailant an employee ☐ service user ☐
If employee, please give details __________________________
__________________________________________________________
Name __________________________ Job Title __________________________
Grade __________________________ Workplace __________________________
Disability: Yes ☐ No ☐ Ethnicity (please see codes below)
Were there any Witness/es Yes ☐ No ☐ If yes, please give details __________________________
__________________________________________________________
Name(s) __________________________ Name(s) __________________________
Name(s) __________________________ Name(s) __________________________
Describe what happened? Give a brief account of the incident, including any relevant events leading up to the incident. Explain why you found the action/behaviour offensive and how it made you feel at the time.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

How would you like this matter to be resolved?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What are you prepared to do to resolve this matter
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Employee's name (please print) ____________________________________________
Employee's Signature ___________________________ Date ______________________

Manager's name (please print) ____________________________________________
Manager's Signature ___________________________ Date ______________________

Ethnicity:
A = White British - British, Irish or other white background
B = Black or Black British - Caribbean, African or other black background
C = Mixed - White & Black Caribbean, White & Black African, White & Asian or other mixed background
D = Asian or Asian British - Indian, Pakistani, Bangladeshi or other Asian background
E = Chinese or other ethnic group
Guidance for Managers - Racial Incidents

HOW TO RESPOND TO REPORTS OF RACIAL INCIDENT(S).

• Managers have a responsibility to treat all reports of racial incidents seriously and deal with them promptly, effectively and confidentially.

• If an employee or service user approaches you about such an incident, you should be receptive to their complaint by discussing it with them offering empathy and support.

• As a manager, you will need to recognise that the person reporting a racial incident may be reluctant or nervous about raising their concerns. They may also feel frightened, distressed or angry about what has occurred. You should avoid making judgements about the incident/incidents, until a full investigation has been completed.

• You must ensure that the employee concerned completes Form R1, (attached), as soon as possible, after the incident(s). You may need to assist the employee in completing the form and a copy should be sent to your cluster personnel team.

DEALING WITH REPORTS OF RACIAL INCIDENT(S) BY EMPLOYEES INVOLVING COLLEAGUES

• You should initiate a full and thorough investigation as soon as possible, where appropriate i.e. within five to ten working days. You should apply the same investigatory principles as in the disciplinary procedure (paragraph 9) i.e. establishing the facts, gathering the statements, interviewing witnesses etc.

• The employee concerned should be kept informed of the progress of any such investigations.

• You may consider referring the employee to Occupational Health for counselling support.

• You will need to ensure that the alleged perpetrator is informed of their right to union representation and the support available to assist in their defence or help cope with any distress.

• Managers must take all reasonable steps to ensure that the person who reports an incident does suffer further detriment once the issue has been dealt with.

• As a manager, if you witness or are made aware of a racial incident(s), you have a responsibility to address the matter, even if the person being racially assaulted does not wish to pursue the matter through the Council procedures. You can do this by speaking to the people involved to clarify the Council’s policy and position on racial equality.

• You should contact your Cluster Personnel Team or Corporate Human Resources if you need assistance in dealing with a report(s) of racial incident(s).

DEALING WITH REPORTS OF RACIAL INCIDENTS BY EMPLOYEES INVOLVING SERVICE USERS

• Service users are expected to treat the Council employees with dignity and respect. Any reports of racial incident(s) involving service users will be taken seriously and thoroughly investigated.
• Service users should be warned that discriminatory behaviour including any form of racial incident(s) is unacceptable to the Council and may lead to the suspension or withdrawal of services to any user found to have done this and/or prosecution.

• Where appropriate, managers may consider sending one of the attached model letters to service users.

**DEALING WITH REPORTS OF RACIAL INCIDENTS BY SERVICE USERS INVOLVING EMPLOYEES.**

• Employees of the Council should treat service users with dignity and respect at all times.

• Where a service user reports a racial incident(s) involving an employee, this should be reported directly to the manager of the relevant service and/or to the Council’s Complaints Department - Customer Liaison Team.

• Such a report should be taken seriously, and the relevant service manager or complaints team will initiate a thorough investigation as soon as possible.

• The service user should be kept informed of the progress of the investigation via the relevant service manager or the Council’s complaint procedure.

**CONFIDENTIALITY**

• You must ensure that confidentiality is maintained at all times, except where otherwise required by implementing the relevant policy.
If English is not your first language and you would like to see this document in your preferred language please tick one of the boxes, complete the form below and return to:

Communications
London Borough of Havering
Town Hall
Main Road, Romford
RM1 3BC

If you would like to receive copies of this document in large print, braille or audiotape format please contact:

Communications, London Borough of Havering, Town Hall
Main Road, Romford RM1 3BC

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**OTHER LANGUAGES AND FORMATS**

Large print, braille or audiotape

If English is not your first language and you would like to see this document in your preferred language please tick one of the boxes, complete the form below and return to:

Communications
London Borough of Havering
Town Hall
Main Road
Romford
RM1 3BC

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**RACE EQUALITY SCHEME**

2002 - 2005

Name ________________________________

Address ________________________________

Tel ________________________________