

Appendix 1 Equality and Human Rights Policy Delivery Plan April 2017 -2021

Public Authorities must prepare and publish equality objectives which are specific, measurable and accessible to the public.

The Delivery Plan aims to meet the Equal Opportunity and Human Rights policy aims and the requirements of the Statutory Codes of practices for Employment and Service Delivery but critically it also contributes to the Council's Preventative agenda to tackle inequalities facing very vulnerable residents. Due to the limited equalities resources (1fte and 0.5fte) the current work under Objective 3 and 4 primarily prioritises work with disabled users and residents who are also mainly female users and Objective 1,2,5,6 will include all equality characteristics. Where resources permit and where evidence reinforces urgent action, targeted work will be extended to support other equalities groups.

We aim to meet our Equal Opportunities Policy aims by adopting Six Key Objectives:

Objective 1 Ensuring employment practices are fair and consistent

(Supports Equal Opportunity and Human Rights policy aim i- to promote equality and human rights in employment)

Objective 2 Ensuring departments and services take into account needs of equalities groups

(Supports Equal Opportunity and Human Rights policy aim ii, vii, viii and xi - to promote equality and human rights in provision of services, decision making and strategies and policies and procurement and commissioning)

Objective 3 Increasing engagement by equality groups where it is traditionally low

(Supports Equal Opportunity and Human Rights policy aim iii - to promote equality through consultation and engagement and communication)

Objective 4 Building Community Resilience to help vulnerable residents

(Supports Equal Opportunity and Human Rights policy aim iv - to promote equality by building community resilience and social capital).

4a 'Right to Sight' Improving services for blind and partially sighted residents in Hounslow

4b Reducing Incidence of Hate Crime

4c.Reducing health inequalities of rough sleepers

4d.Digital Empowerment

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Objective 5 Improving equalities data collection for Equality Analysis

(Supports Equal Opportunity and Human Rights policy aim v - to promote equality through equalities monitoring: data collection, analysis and action)

Objective 6 Providing Training and developing staff knowledge and competence in Equality

(Supports Equal Opportunity and Human Rights policy aim v - to promote equality and human rights through training and staff development)

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Objective 1 - Ensuring employment practices are fair and consistent and up to-date (Led by Human Resources)

The Council recognises that the adoption of equal opportunities in the workplace is not only good management practice; it also makes sound business sense. Affording staff full dignity at work promotes good employee relations and satisfaction, and results in a motivated, productive and creative workforce which leads to service improvements.

Why is this a priority?

This is a legal requirement under the Equality Act and the Council is committed to treating people fairly, with dignity and respect. The Government has amended the existing Specific Equality Duties Regulations and introduced a mandatory requirement on public bodies to publish data on their mean and median gender pay gap, mean and median bonus pay gap, and information on the proportions of male and female employees in each salary quartile. Public bodies covered by the regulations will be expected to capture their first set of gender pay gap data in April 2017 and publish the information on 30 March 2018. The report can be found in the Pay Statement 2018 and the Cabinet Report:

https://www.hounslow.gov.uk/downloads/download/43/publication_scheme_-_organisational_policies

<https://democraticservices.hounslow.gov.uk/documents/s140051/Final%20Cabinet%20Report%20GenderPayGap%20Report201803.pdf>

Disability Confident

The Government launched the Disability Confident Campaign and replaced the 'Positive about Disabled People' Scheme, also known as the 'Two Ticks' initiative, which was regarded as failing to drive real change in closing the disability employment gap.

The Council already follows the 'Two Ticks' initiative and is working towards transferring to the new Disability Confident Scheme. The new scheme has 3 levels that have been designed to support employers on the Disability Confident Journey. The Council has achieved disability 'Two Ticks' accreditation which will be retained until we sign up to the new scheme.

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What is the Council doing to achieve this priority?

In terms of recruitment, the Council welcomes applications from all backgrounds and all sections of the community.

Applicants can be confident that the council will take positive steps to ensure:

- (i) Job descriptions and associated conditions relate to the particular job, define the qualifications, experience and other skills required in the post, and only include those factors which are necessary and justifiable on objective criteria for the satisfactory performance of the job.
- (ii) All applicants are treated equally and fairly throughout the recruitment and selection process.
- (iii) All selection decisions are made in line with the Council's Recruitment Policy and based on merit - in line with the job and skills requirements set for the vacancy.

And when applicants become employed, we aim to ensure:

- (iv) A fair, transparent and equal chance in learning and development and terms and conditions of service.
- (v) A working environment that is free from discrimination, bullying, harassment and victimisation and where all complaints are investigated and dealt with.
- (vi) A working environment where a person's identity and culture is valued and respected.

And in terms of Promoting Disability Confident what is the Council doing to achieve this priority?

The key requirements under the 'Two Ticks' Scheme mirrors the requirements to attain recognition under 'Disability Confident'. The Council fully supports the employment of disabled staff and makes every effort to ensure reasonable adjustments are made to the workplace to enable staff to work effectively. As an employer, we are aware of our obligations under the Equality Act 2010 and are committed to offering support and making reasonable adjustments to allow for full participation in the recruitment process. The council will consider any reasonable adjustments. Examples include: changing

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the timing of interview, giving extra time for tests, offering phone interviews, other adaptations such as altering hours and remote working opportunities where it is reasonable to do so.

The Council also funds an Employment Opportunities Service which

- Supports disabled residents to gain and retain meaningful paid employment opportunities.
- Undertakes employment related assessments for local residents with disabilities and signposting to relevant employment and employment-related services.
- Trains and advises local employment service providers such as Work Programme providers on how best to support residents with disabilities - particularly in relation to those furthest away from the labour market.
- Delivers a high quality job retention service to local employers and their disabled employees providing employment sustainment interventions including on the job training and support.
- Provides career progression advice and support to residents with disabilities in paid employment seeking to enhance their skills and experience.
- Develops key working partnerships and networks with a range of providers and stakeholders including Jobcentre Plus, Adult Education, schools, colleges and the voluntary sector, identifying joint working opportunities, opportunities for income generation and accessible services for Hounslow residents.
- Ensures appropriate pathways and support are in place to support vulnerable people to access employment opportunities through the representation at a number of local strategic and operational meetings.
- Works with Commissioning services to develop a longer term model particularly linking with the development of Learning Disability Provision for both younger and older adults.
- Links with Children's Service, Schools and Colleges to promote employment opportunities for both younger and older adults, to include providing training and support as required.
- Actively engages with a range of local employers promoting the business case for employing adults with disabilities.
- Supports local business to take positive action to encourage applications from disabled candidates and provide meaningful and legitimate employment opportunities for those socially excluded groups which are furthest away from the labour market.

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- Monitors the effectiveness of employment support for disabled residents with focus on those with higher needs who are either not supported or less well supported by existing services.
- Represents residents accessing employment services to resolve difficulties and improve service provision.
- Encourages the Council to “lead by example” as an employer of people with disabilities through job creation, job carving and work trial initiatives.
- Advocates employment for disabled residents as a vital aspect of social inclusion.

How do we measure success?

By assessing the number of job referrals; job retentions; numbers supported into work and to secure paid work; training support; number of employers who are supported and advised

For example as of 08 February 2017, for the year 2016-17 the Service has:

Received 90 referrals to the service from 23 different sources not including self-referrals. 28 job retention; 62 support to find work. Referrals from 41 people with learning disabilities or difficulties, 23 people with physical disabilities, 16 people with mental health conditions, 10 on the autism spectrum and one with a hearing impairment.

Contributed to 15 people starting paid work, five starting voluntary work, two starting training and two starting work experience. Of those starting paid work 11 have learning disabilities or difficulties, two are on the autism spectrum, one has a mental health condition and one has a physical disability.

Supported 50 people with job retention issues. Support has contributed 46 of 50 retaining paid employment. Employers that have been supported include Cineworld, Mitchells & Butlers, ITV, Chelsea and Westminster NHS Trust, Royal Mail, ISS, Hestia and Premier Inn.

Worked in partnership with Leonard Cheshire Disability, Mencap and Scope to bring new employment programmes for people with disabilities to the Borough.

Supported Project Search programmes at GSK and LBH particularly in relation to DWP funding through the Access to Work programme and sourcing of job coaches. Promoted supported internships to organisations and individuals.

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Delivered regular employment advice sessions at The Mulberry Centre that have been highly successful to people affected by cancer.

Worked in partnership with West London Mental Health Trust to maintain and develop the Hounslow Mental Health Employment Network. Quarterly meetings are hosted by the Service.

Provided advice and guidance to a range of organisations including Green Corridor, Resco, Twining Enterprises, INS, Stroke Association, Disability Network Hounslow, Speak Out In Hounslow, Our Barn in the Community, Volunteering Hounslow, Oakland's School, Richmond Upon Thames College and West Thames College.

Progress update for 2016/17

How many people referred to potential employers

The service supports people in a variety of ways in their search for paid work. Sometimes it involves a large amount of intensive support and at other times it could be more minimal intervention - for instance giving some advice on a recruitment process by phone. The service received and responded to 80 referrals from people looking for paid work 2016-17.

The progress update for 2017/18 will be made available in April 2018. This document will be amended to reflect this change.

How many people were supported at work

90 people in paid work received support 2016-17

How many people have successfully secured both paid and unpaid employment through your schemes

21 people started paid work 2016-17 having received support from the service. One person started 2 jobs so 22 paid outcomes in all.

4 people started voluntary work, 2 started work experience and 2 started training programmes.

How many employers you currently provide staff to

The service does not have a bank of employers that will offer work to candidates that the service puts forward. The 22 paid outcomes were with 19 different employers.

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Employment Monitoring

The Council undertakes annual employment monitoring to assess how well the Council responds to employee needs and how we work to achieve a workforce that reflects the community through the Annual Employment Report.

Our policy encourages all applicants to complete the equality monitoring form when applying for jobs and when in post to complete their personal profile on iHounslow to assess our aim to promote a diverse workforce.

The Council has the responsibility for collecting and monitoring equality data on the status and background of staff, including for example on age, gender, disability, sexual orientation and ethnicity and belief to ensure that discrimination does not occur.

We monitor, by protected characteristic:

Workforce diversity - the composition of our workforce

Recruitment - the success rates of those applying for employment with the Council

Formal disciplinary, performance management action -the numbers of staff who are subject to formal disciplinary, performance management action and grievances and or who bring grievances under the following policies:

Disciplinary

Capability

Grievance

Staff turnover, including reasons for leaving

Access to training and development -the numbers of staff who apply for and attend training and development events.

Performance Appraisal – We monitor to check that all staff have an annual appraisal and personal development plan.

Dignity at Work (including harassment and bullying) - we will monitor the number of incidences of harassment and bullying by protected characteristic

Gender Pay Gap Reporting – we will prepare the Council for gender pay gap monitoring and reporting when this comes into force

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Human Resources section is responsible for collecting relevant aggregate data through its recruitment processes and other data collection means. The data will be stored, accessed in accordance with the Data Protection Act 1998. It will not be accessible to anyone outside of the designated authorised personnel and will be used to monitor the effectiveness of our employment policies so that we can make improvements where required. This information will be used for statistical purposes only and staff will not be identified in any way.

Harassment and discrimination

Employees who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the grievance procedures. Copies of these policies are available on the staff intranet as part of HR policies. Every effort will be made to ensure that the employees who make complaints will not be victimised. Any complaint of victimisation will be dealt with seriously and confidentially.

Performance Development and Appraisal (PDA)

The Council has in place strong Performance Development and Appraisal systems to appraise the performance of staff against objective criteria which include previously agreed work objectives, equality objectives and behavioural standards. Mid-term reviews are also expected to ensure that performance targets are fairly set and progress fairly assessed. There are additional safeguards to ensure fair assessments by the requirement for a second line manager (grandparent role) to sign off the completed performance development appraisals and to monitor progress on learning and development needs identified in the previous personal development plans.

How do we measure success?

The Council currently collects and analyses employment data annually by equality groups with regard to the workforce, recruitment, grievances, disciplinaries, dismissals, harassment and training to ensure that employment policies are applied fairly and consistently across all equalities staff groups. We will also be analysing data on gender pay gap and publishing the results.

Progress update for 2017/18:

The Annual Employment Report, along with the Gender Pay Gap, will be made available at the end of March 2018. Both reports will be published on Hounslow Council's intranet page and the external website. This report will highlight the statistics relevant for the 2017/18 calendar year. This can be found on the following link:

https://www.hounslow.gov.uk/downloads/20110/open_data_and_information_requests

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Objective 2 – Ensuring departments and services take into account needs of equalities groups (Led by Equality and Human Rights team)

Why is this a priority?

This is a legal requirement.

What is the Council doing to achieve Objective 2?

The Equality and Human Rights team provide equalities advice and project advice to all departments for drafting Equality Analysis; rewriting Equality Analysis to ensure impact is accurately assessed where necessary and helps the Council to respond to complaints relating to equality and human rights: Some examples of Equality Analysis support to departments include:

- Joint Strategic Need Assessment
- Work Smart
- Adult Education and Community Learning
- Housing Allocation
- Hounslow Town Centre Primary school /School road
- Welfare Reform Impact
- Redevelopment of Feltham Ex-service man site
- New Civic Centre design and accessibility standards
- New web design
- Piloting temporary closure of Church road
- Council Tax Reduction Scheme
- Housing Benefit service closures from Satellite Offices
- Children’s Centre service changes
- Youth Service Review
- Traveller’s policy
- Regeneration Strategy
- Property Strategy
- Proposed changes to service delivery for Revenue and Benefits
- Accessibility and design of the new civic centre
- Web Re-design
- Customer service channel shift and the new Civic Centre
- Library services and the new civic centre
- Raising public health awareness of diabetes and good eye health

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- Adult Education and Digital empowerment –Basic computer literacy
- Hounslow Web empowerment – Empowering older and disabled ethnic minorities to navigate Hounslow’s online services by training residents to use the Hounslow website
- Annual Employment monitoring report
- Consultation Network meetings
- Policy Network meetings
- Stronger United Communities meetings
- Hate Crime Forum
- Voluntary Sector partnership
- Equality advice for No 10 School Road
- Cross over Policy
- Church Road Pilot Closure scheme
- Wellesley Road Pilot Closure proposal
- School Patrol Service

There are also approximately 8/10 equality related complaints resolved annually

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Objective 3 Increasing engagement by equality groups where it is traditionally low (Led by Equality and Human Rights team)

The Council is committed to empowering our residents to give them a real opportunity to shape our policies and services. The Equality and Human Rights section contributes to this commitment by maximising Council's engagement with equalities groups.

A major plank of the sections work involves promoting active participation between departments and vulnerable equalities groups in Council strategies, policies and initiatives.

Our focus remains solidly on the needs and aspirations of all Hounslow's diverse communities and on being innovative in seeking out ways not only to consult residents about what they want done, but to actively involve them as much as possible in service changes.

Why is this a priority?

This is a key legal requirement and also a central aim of the Council's own agenda for Consultation and Engagement.

What is the Council doing to achieve Objective 3?

On 19 July 2016, Borough Council voted to adopt a new Consultation Charter, which sets out 14 commitments to residents which includes a key commitment to equality. The Charter aims to proactively identify equalities groups affected by any proposed service changes and to give careful consideration to any likely equalities implications for vulnerable groups. The Consultation Advisory Panel, run by members, oversee that these standards are met for all formal consultations.

The Council has also set up a number of engagement structures to increase participation by equalities groups. These include strong partnerships and forums with carers, older people and young people and disabled groups to increase participation in decision making and service delivery by equalities groups. In addition to departmental engagement structures, the Equality and Human Rights Section lead the following resident and user engagement forums and partnerships:

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Disability Community Forum (DCF)

The overall aim of the DCF is to assist, advice and support the Council to meet the general and specific duties arising from the Equality Act 2010. It is also a vehicle for disabled residents to register their concerns on service issues which impact on the quality of their lives.

The DCF is a sub-committee of the Cabinet. It derives its powers from that body. The DCF acts as an advisory sub-committee and does not have decision making powers. It is a consultative body, contributing towards the Council's policy development on disability matters. It is an effective way to consult with residents.

The meeting is chaired and hosted by Councillors and meets quarterly throughout the year, with different service heads and external guest speakers discussing prominent matters affecting disabled residents.

Progress update for 2017/18

With an average attendance of 45 residents, the DCF continues to be a pivotal hub of information related to elderly and disabled residents and those who represent and care for them. The Disability Community Forums that have run from March 2017 to November 2017 have seen a variety of guest speakers from organisations, both locally and nationally in the space of 4 meetings.

Guest speakers from the Citizen's Advice Bureau, Transport for London, London Councils and Hestia discussed various issues ranging from legal advice and advocacy to taxi card, dial-a-ride and the changes to Osterley transforming it into a step-free tube station.

The DCF has also seen guest speakers from within the Council that have discussed contentious issues, such as changes to waste and recycling, Hounslow Council's Help service and Hounslow CCG's Future Proofing Strategy. The DCF continues to act as a consultation platform for many guest speakers and their organisations. Any concerns or questions raised by the residents are taken back and addressed at subsequent meetings. Other matters are dealt with outside of the setting of the meeting, depending on the nature of the issue.

The agenda items and minutes of meetings can be found on the following link:

<http://democraticservices.hounslow.gov.uk/ieListMeetings.aspx?CIId=240&Year=0>

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E+ (Equalities Plus)

This was established to offer staff an opportunity to consult on items which need urgent feedback and cannot wait till the formal quarterly DCF meeting.

The group comprises of 12 residents with varying disabilities who are also part of the DCF. They meet prior to DCF meetings, with service managers and partners to advise the Council on service improvements and reasonable adjustments required for disabled residents before consultation goes live to the public. The group also undertakes test trials of questionnaires before it goes public. They also assist the Council to ensure strategies, policies, service changes, on line forms are disability friendly and equality compliant.

Progress updates for 2017/18

The Equalities Plus group have acted as a focused consultation group for many external organisations and Council departments from April 2017 to October 2017.

The group has been consulted on the Community Safety Unit's Hate Crime Strategy, changes to the Council's website and on-going improvements to it and the Careplace website. Most notably, the group have been involved in consultations relating to the renovating of Boston Manor House and the Cycle Superhighways Scheme, proposed by TfL and Hounslow Council.

The group have been asked to participate in further consultations with both TfL and Boston Manor House. The feedback given is noteworthy and gives a true representation of some of the challenges residents with disabilities face in the borough accessing certain services.

Right to Sight Partnership

This group was formed to address concerns around eye care and the need to prevent sight loss. The group comprises of Council departments, external agencies including Middlesex Association for the Blind, Thomas Pocklington Trust, a national charity for Visually Impaired, Hounslow CCG, Local Optometric Committee and blind/partially sighted residents of Hounslow Council. The main focus of the group is to implement the actions identified under the five themes. (See Objective 4 below for theme details)

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The group is also a vehicle for consulting on policies and service changes. Blind and Partially sighted users in the group advise the Council and partners on how policies and services are likely to affect residents with visual impairments. They also share their experience of poor service quality which is used to inform equality and customer care training priorities for front line staff and managers.

Progress update for 2017/18

The Right to Sight Partnership Group has actively been creating links within the community, aiming to meet its objectives from April 2017 to November 2017. Some of the outstanding achievements of the group have been the partnership working with Middlesex Association for the blind (MAB), in helping blind and partially sighted residents of Hounslow into employment or an educational course. The group has been successful in establishing links with the Hounslow Job Centre.

The group have also been heavily involved with the Pharmaceutical Needs Assessment that was conducted by Public Health. The group were consulted twice during the year and provided valuable feedback to the Public Health Team on pharmacy provisions and services in the borough.

More notably, the group have established links with West Middlesex Hospital's vascular surgeon. In October, Usman Jaffer from West Middlesex Hospital, worked alongside the Equalities Team and MAB to set up a group of blind and partially sighted residents to create a series of short videos outlining the key challenges and barriers residents with disabilities face when accessing health care.

The videos were put on display at an award ceremony organised by the Equalities Team. On the 2nd of November, the Council awarded the following individuals plaques and a certificate in honour of Outstanding and distinguished service for Hounslow's blind and partially sighted residents. The 5 individuals that received awards provided significant contributions, from either their personal time or through resources from their own organisations and, have helped to achieve many outcomes according to the Action Plan for Hounslow.

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Arun Gupta, Surgeon at Ashford and St. Peters Hospital

Subhash Suthar, Business development manager for the International Glaucoma Association –

Sahib Singh, Senior Operations Manager – Middlesex Association for the Blind

Ali Urfan, Co-ordinator - Hounslow Association for the Blind

Andrew Cox, CEO of Middlesex Association for the Blind for their Outstanding

The Council encourages all residents to go for eye tests. Parents are urged to take their children for Eye tests. Children under the age of 16 are eligible for free eye tests.

They spent time to:

- Raise awareness and understanding of eye health, particularly focusing on people most at risk of eye disease including disabled communities and ethnic minorities.
- Encourage every individual to develop personal responsibility for their eye health and sight
- Raise awareness of eye health and the impact of sight loss among health and social care practitioners and ensure the early detection of sight loss and prevention where possible.
- Everyone with an eye condition receives timely treatment and, if permanent sight loss occurs, early and appropriate services and support are available and accessible to all
- Improve the co-ordination, integration, reach and effectiveness of eye health and eye care services
- Ensure that, when permanent sight loss occurs, emotional support, habilitation and/or rehabilitation will be provided in a timely fashion, enabling people to retain or regain their independence.
- To promote full participation in activities by people with sight loss in the Borough
- Improve attitudes, awareness and take actions within education, employment, leisure and other services
- Ensure that children and young people with sight impairment can take their place in society

Biography of Award winners:

Arun Gupta, Surgeon at Ashford and St. Peters Hospital–

- Specialist eye surgeon in Cataract, Glaucoma, Lid Surgery and Age related macular degeneration
- Has provided leadership and vision as co-chair of the Right to Sight Partnership Group
- Spent significant amount of his personal time raising awareness on improving eye health by visiting various faith and community venues in Hounslow, working closely with Hounslow Council and the Right to Sight Partnership Group members – for the past 5 years.

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Subhash Suthar, Business development manager for the International Glaucoma Association –

- Trained ophthalmologist and has worked with multinational pharmaceutical companies as a Clinical Specialist, before joining the International Glaucoma Association (IGA).
- Worked with the Right to Sight Group, for the last 5 years, in raising awareness of eye health in faith and community venues, along with day centres.

Sahib Singh, Senior Operations Manager – Middlesex Association for the Blind –

- Helped establish and promote Hounslow Association for the Blind, as Hounslow did not have a presence for a sight loss organisation.
- Holds the VIP (visually impaired people) group monthly at Age UK
- Created links for service users to access Hounslow Council services.
- Represents the views of blind/partially sighted residents and has an excellent relationship with service users.
- Has provided Equalities staff with equipment for their training sessions on sight loss. To date, the Equalities team have trained over 400 staff using Sahib's equipment.

Ali Urfan, Co-ordinator - Hounslow Association for the Blind –

- Since May, he has secured placements for employment and further study for 9 blind and partially sighted people in Hounslow. He is currently negotiating with Hounslow Job Centre for unemployed residents to volunteer for Middlesex Association for the Blind and Hounslow Association for the Blind.
- Has successfully helped to set up a 'Mid-sight point' in the Heart of Hounslow.

Andrew Cox, CEO of Middlesex Association for the Blind –

- Has been an active contributor to the Right to Sight Group for 5 years and helped in developing the Right to Sight Action Plan.
- Has invested Middlesex Association for the Blind's resources in Hounslow Association for the Blind.
- Assisted the Council with tactile mapping, which facilitated consultations between the Council and blind/partially sighted residents.
- He has also arranged for Middlesex Association for the Blind to resource their Mobile Bus Unit at the Heart of Hounslow.

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In March 2018, the Equalities Team, in partnership with Middlesex Association for the blind and the International Glaucoma Association carried out an event in recognition of the World Glaucoma Week. The event comprised of information stalls from service providers such as The Practice Group and RNIB, along with Hounslow Council's CarePlace team gave information on services for residents with a visual impairment.

With an attendance of more than 60 people, of which were a combination of residents, service professionals and event organisers from the Holy Trinity Church, Arun Gupta, Subhash Suthar and Andrew Cox spoke about various eye conditions and how they are manifested; how to correctly administer eye drops and the local and regional services available for residents of Hounslow and London.

For more information on the progress updates and the work that the Equalities Team is carrying out with its Right to Sight Partners, please visit the link below:

https://www.hounslow.gov.uk/downloads/20110/open_data_and_information_requests

Hounslow Housing Disability Group

This group meets quarterly to support disabled and elderly tenants with their housing and health needs.

It is chaired by Councillor Collins and it comprises of elderly and disabled tenants from around the borough and meets in a Sheltered Housing Unit. This group also aims to address other service issues affecting disabled Council tenants which adversely affect their quality of life and their independence.

This group is another good opportunity for the Council to consult with disabled tenants who are in Council's Social housing or sheltered schemes. It is a diverse group, comprising of ethnic minorities, mainly female tenants as well as tenants with diverse disabilities.

These engagement structures establish an important link between the Council and its partners and disabled residents, voluntary and third sector groups representing the interests of disabled users. The objective is to improve the experience of using Council services especially for people with disabilities who may experience greater disadvantage in accessing Council services, including commissioned services.

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Progress update for 2017/18

The Hounslow Housing Disability Group has also been a consultation platform for Council departments and other organisations. From April 2017 to October 2017, the Group have been visited by the Estate Enforcement Officers, Head of Repairs and Estate Management, Public Health Team and Healthwatch Hounslow.

Most notably, the Group have been consulted on the Pharmaceutical Needs Assessment from Public Health and have given feedback on the new waste and recycling scheme from July 2017. Both sets of feedback have been instrumental and the Council have taken the Groups consideration on board.

The meeting in January 2018 hosted the Green Doctor, from Groundwork London, who discussed the Better Homes Better Health programme and gave tips on how to save energy. The Group was also be visited by the Brentford and Chiswick housing officer and the Head of Repairs and Estate Management to discuss the role of housing officers and the new caretaking regime.

The meeting in April will see the return of the Head of Repairs, who will discuss changes to responsive repairs and general maintenance. Hounslow's Hate Crime Advocate will attend and discuss her role and Hounslow's initiative in reducing hate crime, encouraging people to report incidents. Ali, the Hounslow co-ordinator of Middlesex Association for the blind will also attend to discuss the services available to residents and the work they do around the borough.

How do we measure success?

Feedback from residents through Annual General Meeting - Service users, staff and other stakeholders have the opportunity to provide annual feedback on the effectiveness of the engagement structures.

Monitoring attendance levels - All the structures are consistently well attended by vulnerable residents. Feedback will be sought if there is any drop in participation

Monitoring progress against agreed actions at each meeting and annually – Residents are given feedback on the progress achieved on issues they have raised at every meeting and they have the opportunity to annually assess progress and note the improvements in service changes.

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Improving communication with vulnerable residents (Led by equality and Human Rights team)

Access to information in accessible formats is essential for people to be able to make informed decisions and retain their independence whilst being able to fully participate in society. Good communication is essential in developing equality of opportunity for all members of society. Access can be especially difficult for those people who are Deaf and/or hearing impaired; are blind/partially sighted or have a learning difficulty or any other cognitive disabilities or whose first language is not English.

The Council aims to ensure that all the information we publish uses language that is appropriate to the intended audience, and to making sure that it is available in accessible formats and via accessible methods and in plain English.

Why is this a priority?

It is a legal requirement to make reasonable adjustments to ensure information is accessible. The Council is also committed to ensuring that there is consistent, accurate and a clear approach to the provision of accessible information to service users and members of the public. For our residents and users accessibility can be central to receiving a quality service and therefore it is essential that all our services take this into account.

What is the Council doing to achieve this?

A dedicated resource 'A Guide to Accessible Information and Communication' has been produced to help staff ensure that the due regard to the need for alternative formats is assessed and is carried out meaningfully and with rigour and an open mind. The Council wants to ensure that all residents and those with disabilities are supported to make informed choices with easy access to the information they need about Council services.

The Guide gives advice to help staff decide which accessible format to use as some formats suit one type of impairment more than another. The guide identifies the best ways to communicate with residents with the following needs:

- visual impairments – audio, audio description, Braille, Moon, telephone
- learning disabilities and literacy difficulties – audio, audio description, easy read, easy access, Makaton, subtitles
- hearing – British Sign Language, Makaton, subtitling, text phone, SMS
- co-ordination difficulties – large print, audio, audio description, telephone

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The Guide also requires staff to consider any preferences our service users may have for receiving information, for example younger deaf people may respond better to an SMS message. To deliver relevant services the guide requires staff to research who the users are and how best we can help meet their needs rather than automatically translating information into alternative formats.

The Council also offers the following services:

Interpretation and Translation Services

The Council manages an interpretation and translation service for all language service needs. The range of Interpretation and Translation Services available include:

Face to face

Instant telephone interpreting

British Sign Language

Document translation

Ethnic minority language translation and interpretation

(See 'A Guide to Accessible Information and Communication' to find details for the translation and Interpretation service and when to commission them. This is available on the intranet under the Equality pages.)

http://intranet.hounslow.gov.uk/accessible_information_provision_practical_guidance_for_staff_july_2015.pdf

How do we measure success?

By monitoring demand for accessible information when consulting and engaging with the public and monitoring through the Consultation Advisory Panel and when undertaking initial Equality Analysis.

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Progress update for 2017/18

The Equalities Team and Hounslow Council have consistently arranged for BSL interpreters at every public meeting, where there are residents with hearing impairments. The Equalities Team and Hounslow Council have also successfully transcribed agenda items and minutes into easy read for residents with a learning disability. In addition, the Equalities Team publish material in large print in accordance to the Accessible Information Standard (AIS) and the RNIB guidance's on accessible information.

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Objective 4 Building Community Resilience to help vulnerable residents (Led by Equality and Human Rights team)

Objective 4 reinforces the Preventative Agenda and the importance of the third sector equalities groups to deliver the agenda in partnership with the Council. A key aim of the Equal Opportunities policy is to harness the support of third sector equality groups and other partners to help vulnerable residents to live independently, be active in their community, and create local support networks and to help navigate services and the health and social care system should they need to.

The Delivery Plan includes actions to improve the effectiveness of the third sector equalities organisations, to identify the challenges they experience to engage in the Preventative agenda. The intention is also to promote and skill up third sector equality organisations in the Borough who are working with disabled and older residents, ethnic minorities and with carers through carer's partnership.

Objective 4 focusses on four key areas below in support of the Preventative Agenda

- 4a. Building Resilience for blind and partially sighted residents in Hounslow
- 4b. Building Resilience to help vulnerable residents who experience Hate Crimes in Hounslow
- 4c. Building Resilience to help vulnerable rough sleepers in Hounslow
- 4d. Building Resilience to increase digital literacy of equalities groups in Hounslow

4a. Right to Sight – Building Community Resilience for blind and partially sighted residents in Hounslow

The Council approved the 'Right to Sight' Action Plan in 2014 following a major consultation with 250 blind and partially sighted residents and elderly residents. The Council and partners agreed to adopt the following five themes after the consultation exercise:

Theme 1: Promotion of eye health awareness to prevent sight loss

Theme 2: Improving Diagnosis and Treatment

Theme 3: Support for the newly diagnosed

Theme 4: Supporting independent living- getting out and about

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Theme 5: Supporting Independent living- access and participation

Why is this a priority?

Sight loss can be devastating: over one-third of older people with sight loss live with depression and two-thirds of registered blind and partially sighted people of working age are not in paid employment. Daily life is more complicated, and the challenges people face may make other health conditions worse.

RNIB have estimated that almost 5,150 people living in Hounslow have sight loss that affects their daily life. By 2020 that number is forecast to rise to around 5,730. By 2050 it is expected to double: around 10,300. Tackling sight loss is a public health issue because about 50% of sight loss can be avoided. It is linked with health priorities for smoking cessation, reducing obesity and excess alcohol consumption, reducing the risk of falls and promoting healthy hearts and minds. There is growing need to engage with ethnic minority residents and hard to reach communities to raise awareness about how to look after their eyes and to prevent sight loss because of the incidence of eye care and diabetes which is highest among South Asian communities.

What is the Council doing to achieve Objective 4a?

The Council is providing leadership to local organisations, professionals and people affected by sight loss to tackle avoidable sight loss and make sure that together with partners we are working to help vulnerable residents affected by sight loss to be more resilient and independent. The Delivery Plan will also continue to prioritise and co-ordinate service improvements between health, social care and third sector partners for blind and partially sighted residents of Hounslow to be self sufficient

The themes are supported by a separate Action Plan. The aim of the Action Plan is to build resilience by supporting residents to be more health conscious and independent. The actions to deliver this are detailed below:

- Raise awareness and understanding of eye health, particularly focusing on people most at risk of eye disease including disabled communities and ethnic minorities.

- Encourage every individual to develop personal responsibility for their eye health and sight.

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- Raise awareness of eye health and the impact of sight loss among health and social care practitioners and ensure the early detection of sight loss and prevention where possible.
- Everyone with an eye condition receives timely treatment and, if permanent sight loss occurs, early and appropriate services and support are available and accessible to all.
- Improve the co-ordination, integration, reach and effectiveness of eye health and eye care services.
- Ensure that, when permanent sight loss occurs, emotional support, habilitation and/or rehabilitation will be provided in a timely fashion, enabling people to retain or regain their independence.
- To promote full participation in activities by people with sight loss in the Borough.
- Improve attitudes, awareness and take actions within education, employment, leisure and other services.
- Ensure that children and young people with sight impairment can take their place in society.

How do we measure success?

A progress report detailing achievements against the actions under each theme will be presented to Cabinet in 2017/2018 and the published report will be shared with users who attend Hounslow Association for Blind and with the 'Right to Sight' Partnership. To date there have been eye health awareness sessions undertaken with Somali and Asian communities about 250 residents have attended providing another strong meter of success.

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Progress update for 2017/18

To access the Right to Sight Action Plan, please follow the link below:

https://www.hounslow.gov.uk/downloads/20110/open_data_and_information_requests

Middlesex Association for the Blind, jointly with the Council, will be promoting eye health awareness across schools in the Borough. The following schools have signed up to receive eye health promotion information to send to parents:

1. Alexandra Primary School, Denbeigh Road, Hounslow, TW3 4DO - 738 leaflets & 24 posters
2. St Pauls C of E Primary School, St Pauls Road, TW8 OPN - 250 leaflets
3. Reach Academy, Feltham. 55 High Street Feltham - 1 000 leaflets
4. Lionel Primary School, Lionel Road North, Brentford, TW8 9QT - 600 leaflets
5. Green Dragon Primary School, North Road, Brentford, TW8 OBJ - 100 leaflets
6. The Green School for Girls, London Rd, Isleworth, TW7 5HH - 500
7. St Marks Catholic School, 106 Bath Road, Hounslow, TW3 3EJ - 200 & 2 posters
8. Gumley House School, St Johns Road, Isleworth, TW7 GXF - unconfirmed amount at present
9. Nishkam West London, Isleworth, TW7 5AJ - 30 leaflets
10. Springnell Junior School, Vicarage Farm Road, TW5 OAG - 470 leaflets
11. Ivy Bridge Primary School, Sumerwood Road, Isleworth, Middx - 30 leaflets
12. The Blue School, North Street, Isleworth, TW7 6RQ - 500 leaflets
13. Brentford School for Girls - 50 leaflets
14. St. Micahel and St. Martin Catholic School, Belgrave Road, Hounslow - 60 leaflets
15. Strand on the Green Junior School, Thames Road, Chiswick, W4 3NX - 30 leaflets
16. Marlborough Primary School, London Road, Isleworth - 680 leaflets
17. Chiswick School, Burlington Lane, Chiswick, W4 3UN - 50 leaflets
18. Gunnersbury Catholic School, The Ride, Boston Manor Park, TW8 9LB - 1000 leaflets
19. Hounslow Town Primary School, Pieais Road, TW3 1SR - 50 leaflets
20. Norwood Green Infant School, Thorncliffe Road, UB2 5RN - 450 leaflets

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21. Cavendish Primary School, Edensor Road, Chiswick W4 2RG - 220 leaflets
22. Grove Park Primary School - 100 leaflets
23. Sparrow Farm Junior School, Sparrow Farm Drive, Feltham, TW14 ODG - 100 leaflets
24. Southville Infant & Nursery, Bedfont Lane TW14 9NP - 350 leaflets
25. ST. Ricahrds CE Primary School, Forge lane, TW13 6UN - 220 leaflets
26. Heston Community School, Heston, TW5 OQR - 1,300 leaflets
27. Norwood Green Juniors School - 450 leaflets
28. Hounslow Heath Junior School, Cambridge Road, Hounslow, TW4 7BD - 690 leaflets
29. Healthland School, Wellington Road South, TW4 5JD - 4 leaflets
30. Spring Grove Primary School - 20 leaflets
31. Beavers Community Primary School, Arundel Road, Hounslow - 10 leaflets
32. Oriéal Academy, Hounslow Road - 20 leaflets
33. Our Lady & St. Johns, Boston park Road, TW8 9JF - 20 leaflets
34. Islworth & Syon School, Ridgeway Road, Isleworth, TW7 SLJ - 20 leaflets
35. Woodbridge Park, 24 Wood Lane, Isleworth - 20 leaflets
36. Worpole Junior School, Queen's Terrace, Isleworth, TW7 7DB - 220 leaflets

The Action Plan document will provide you with progress updates on the 5 Themes and their individual actions.

4b. Building Resilience to help vulnerable residents who experience Hate Crimes and Domestic Abuse and Violence in Hounslow (Led by Crime and Safety Team)

Hate Crime is about victims in our communities who are targeted because of who they are, what they are or what people think they are. These incidents are motivated by hate because of people's race, colour, ethnic or national origins, religion or belief, disability, sexual orientation, gender or gender identity. Hate crimes come in many forms including physical attacks, threats of violence or verbal abuse such as insults.

Why is this a priority?

Progress updated 30 March 2018

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Hate crime has a particularly harmful effect on victims who are the subject of it. It can create fear amongst individuals, families and communities and it can have a very negative affect on levels of confidence to integrate and be part of the wider society. It can isolate and make communities insular making it more difficult to realise our ambition to build cohesion between communities.

The Government has also launched a new plan of Action to tackle hate crimes in July 2016. The publication of this plan comes in response to an increase in reports of hate crime, in the days after the EU referendum. There has been a national increase in reporting of hate crime incidents by some European nationals that they were the targets of abuse, and representatives of other ethnic communities have also reported anxiety about a climate of increased hostility towards people identified as foreigners. It is too early to assess how widespread the problem is in Hounslow but it is important to renew this priority to help gauge the scale of the problem and assess the effectiveness of our actions to tackle hate crimes.

Domestic Abuse is a hideous crime that shatters the lives of victims, trapping them in cycles of abuse that too often end in tragic and untimely deaths. A new domestic violence law the 'coercive control offence' came into effect on 29 December 2015, which recognises for the first time that abuse is a complex and sustained pattern of behaviour intended to create fear. The Council jointly with Metropolitan Police and other key partners have a long standing commitment and Strategy to mark this out as a key priority.

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What is the Council doing to achieve Objective 4b?

As part of the Council's continuing commitment to tackling hate crime, the Council set up a number of targeted programme of work which are detailed below:

Hate Crime Prevention Forum – Community Safety Team's work

The Council set up the 'Hate Crime Prevention Forum', a sub group of the Community Safety Partnership which meets quarterly to monitor the 'Hate Crime Prevention Action Plan'. The partnership aims to bring key stakeholders and agencies together including Equality and Human Rights, to develop and promote a co-ordinated response to hate crime that protects and supports victims and build confidence to report hate crimes. The work also aims to deter perpetrators, challenges prejudice and hate, and contributes to creating safer more cohesive community. Hounslow Council also continues to prioritise the removal of hate crime and offensive graffiti in the borough.

Disability Hate Crime – Safe Place Scheme

The Community Safety team developed and initiated the Safe Place Scheme, in partnership with the Police and the Equality and Human Rights Team. The Hounslow Safe Place is an initiative designed to provide reassurance and support for disabled people in local town centres. The initiative comes in response to evidence that disabled people, especially those with learning difficulties, tend to experience more crime or harassment than the general population. Local shopkeeper's sign- up to the scheme and display a 'Safe Place' sticker in their shop window, to signal to disabled people that they will find support and help inside. Safe Place venues can be shops, libraries, community centres. Staff receive basic awareness training on the scheme, the difficulties that disabled people may experience, and how they can help them, if needed. Registered members of the scheme carry a card with the contact details of two people who can get to them quickly, should they need help. These can be relatives, friends, support workers, carers, etc. In the event of an incident, the disabled victim can go to the Safe Place. The shop staff then help by phoning the person listed on the contact card or the police.

Violence Against Women and Girls Strategy

The Violence Against Women and Girls ("VAWG") Strategy is being revised to produce a new Strategy for 2017-2020 which will be implemented and monitored by a VAWG strategy group. As part of this strategy and the need to raise awareness amongst

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professionals throughout the borough ongoing training sessions are being planned and delivered looking at issues such as Domestic Violence, Rape and Sexual Violence, Prostitution and those trafficked for sex purposes. The Metropolitan Police in partnership with other agencies have implemented a weekly One Stop Shop (“OSS”) for survivors of Domestic Violence. The OSS is a free and confidential drop in service for survivors of Domestic Violence to seek advice from a range of multi-agency partners under one roof. The VAWG Strategy is available to view at

http://www.hounslow.gov.uk/domestic_violence.

Multi Agency Risk Assessment Conference (MARAC)

The monthly Multi-Agency Risk Assessment Conference (MARAC) is a multi-agency risk assessment conference for victims of high risk of domestic violence. It facilitates, monitors and evaluates effective information sharing to enable appropriate actions to be taken to increase safety. MARAC aims to reduce repeat victimisation, share information to increase the safety, health and wellbeing of survivors – adults and their children, determine whether the perpetrator poses a significant risk to any particular individual/individuals or to the general community, pull together a risk management plan that provides professional support to all those at risk and that reduces the risk of harm, improve agency accountability and improve support for staff involved in high risk domestic violence cases.

Domestic Violence Programmes

Hounslow’s ‘Learning to Respect’ Domestic Violence Education Programme and Let’s Talk programmes continue to be well received in the borough. They both use evidence based models, which have been recognised by AVA (Against Violence and Abuse) and rolled out across London. The Learning to Respect Programme is a domestic violence prevention programme for Hounslow schools and other settings. The programme co-ordinator is located within the Early Intervention Service and works in partnership with a number of other statutory and voluntary agencies in the borough to provide training for teachers and other adults working with young people. The aim of the programme is to educate young people about safe, healthy relationships and to help them identify abusive behaviour in a relationship.

The Let’s Talk Programme offers 12 weeks structured therapeutic group programme for children affected by domestic violence, with a parallel programme for mothers. The aims of the project are to provide support to Children’s groups to help children to process their experiences and begin the healing process; Mothers’ groups to support women to understand how to help and communicate with their children.

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Hounslow Domestic Violence Outreach Service (HDVOS)

Hounslow Domestic Violence Outreach Service (HDVOS) is a service provided by the Council. Referrals to the service continue to increase year on year as have calls from other professionals seeking support and advice on domestic violence matters. The service now includes telephone support for those that do not require a face to face appointment. This includes a full risk assessment enabling staff to respond appropriately to the needs of the victim thereby increasing immediate safety and improved long term support planning. High risk victims are always given face to face appointments.

Faith Hate Crime – Community Partnership Unit (CPU) provision

The CPU has been working with residents and third sector / voluntary organisations to address elements of Faith Hate Crime in Hounslow. They work in partnership with the Met Police (Faith and Prevent Officers) and Hounslow Friends of Faith to deliver five days of unprecedented access to five places of worship in the Borough enabling attendees to meet their neighbours and see what goes on in places of worship. They also signposted attendees (500+) to stalls offering information and advice on health, housing, welfare benefits, caring, education classes, dealing with hate crime and more. The Council continues to work in partnership with the Police, Housing Associations and other local organisations in tackling hate crime. For instance, Hounslow Police participated in an MPS Community Engagement exercise with partners in April 2015 as part of our Listening campaign. The theme was hate crime. As part of the initiative, surgeries were established at key religious sites across the borough. We established and maintained access to a raft of social media sites with local focus which allowed us to monitor activities that might lead to faith hate crimes being perpetrated locally. Hounslow Police have disseminated hate crime questionnaires via Twitter and the Neighbourhood Link system to community contacts. In the region of 1,000 questionnaires were completed. The objective is to gain more insight and understanding on the scale of the problem to inform the police and partnership response.

Addressing Hate Crimes Against LGBT Community

LGBT Hate Crime in Hounslow is currently massively under-reported and we are seeking to engage with LGBT communities to find out what the barriers to reporting are and how we can resolve this. Since Out West disbanded last year there has been a lack of community engagement in this area and a lot of work is going into rectifying this. A Hate Crime Survey has been created and promoted via community groups, Hounslow Matters and Facebook using targeted social advertising. This is designed to find out to what extent LGBT Hate Crime is a problem in Hounslow and what barriers

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can be addressed to increase reporting. MOPAC, GALOP and 17- 24-30 have been approached asking for help to engage with LGBT communities due to the lack of apparent LGBT activities and events in the borough currently. 17-24-30 are currently working with us to create an LBH LGBT Facebook Group and Twitter page which would work alongside LGBT Hate Crime Awareness Stands at Hounslow's Libraries to open lines of communication. In doing so we hope to provide education about LGBT Hate Crime, ascertain the reasons behind under-reporting and promote our support service.

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How do we measure success?

Each programme of activity highlighted above includes measures for independently monitoring progress against its aims. For example, the Hate Crime Prevention Forum monitors the Hate Crime Prevention Action Plan annually which in turn informs the Equality and Human Rights progress report and publication.

Progress update 2017/18

The Equalities Team, along with the Community Safety Unit and Speak Out in Hounslow partook in 2 events during the Hate Crime Awareness Week in October. This was a successful event, engaging in more than 60 residents and many community representatives and organisations.

The Equalities Team continues to provide its assistance to the Community Safety Unit, by providing equalities advice with their strategies and proposals and also with the input in the Hate Crime Prevention Forum.

The Hate Crime Advocate carried out a survey using a questionnaire with residents in Hounslow on hate crime. The questionnaire focused on ascertaining the amount of people who were a recipient in hate crime and why they were targeted. It also dealt with whether people reported hate crimes and why they refused to report it.

The report can be found in the document below. The police also release information on their website, which has data for all London boroughs. Please see the link below for the Met Police's Hounslow data:

Link for Hate Crime report from questionnaire with residents –

https://www.hounslow.gov.uk/downloads/20110/open_data_and_information_requests

Link for Met Police Statistics on Hate Crime –

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<https://www.met.police.uk/stats-and-data/>

Link for statistics of Hate Crime in Hounslow for Hounslow Met Police –

https://www.hounslow.gov.uk/downloads/20110/open_data_and_information_requests

4c Building Community Resilience to help vulnerable rough sleepers in Hounslow (Led by Housing)

Hounslow has one of the highest numbers of rough sleepers in London, and this is growing with rough sleepers being pushed from other boroughs, from 24 rough sleepers in 2009/10 to 106 in 2012/13. These numbers have increased, there were 146 verified rough sleepers in 2013/2014. In 2014/2015 this number increased to 161 and 191 in 2015/2016. The data indicates that rough sleeping affects older white men. The entrenched group of rough sleepers are mostly male (88%), mostly British or Irish (51%). Most (58%) are willing to engage with services (either always or sporadically).

Why is this a priority?

Rough sleeping is the most visible form of homelessness. Rough sleepers have considerable health needs. A previous sample of 36 rough sleepers in Hounslow showed that at least 31% have an obvious physical health need; at least 72% have a mental health need; and at least 42% have chronic substance misuse.

There have been recent problems in Hounslow with rough sleeper 'hotspots', for example, in Montague Car Park and Lampton Park, which has led to anti-social behaviour. Anecdotally, it is believed that increasing numbers of rough sleepers are coming to Hounslow due to enforcement from neighbouring authorities. The Outreach Team has been able to assist with positive move-ons of rough sleepers in these areas (for example reconnection). Rough sleeping bears a considerable cost to the local authority and other partners, with inappropriate and repetitive use of services due to lack of resources, including Temporary Accommodation and affordable housing.

What is the Council doing to achieve Objective 4c?

Housing identified a number of actions in 2014 to mitigate the disadvantage experienced by rough sleepers by

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Commissioning St Mungo's, a local charity and housing association from May 2014 to establish a dedicated outreach team for rough sleepers

The dedicated team consists of 4 outreach workers which includes a specialist Health Worker and Manager. This approach is supported by national evidence of savings across public services.

Further work will be undertaken with third sector partners and health sector to co-ordinate actions including exploring funding opportunities, improved access to health care, housing and social care to minimise the inequalities resulting from rough sleeping.

In a separate initiative from Rough sleepers and in pursuit of the equality objective to build community resilience, the portfolio member for Equalities is committed to signing the council up to the Local Authorities' Mental Health Challenge run by Centre for Mental Health, Mental Health Foundation, Mental Health Providers Forum, Mind, Rethink Mental Illness, Royal College of Psychiatrists and Young Minds, Health. The commitment would involve the setting up a Mental Health Task Group led by Equalities and supported by departments and third sector partners. The aim of the group is to highlight the work already undertaken to reduce inequalities in mental health; update the directory of mental health providers and register the directory with local partners to offer effective support and sign posting for people with mental health needs.

How do we measure success?

Quarterly updates from St Mungo's gives details of the success rates on how many people they support off the streets. They also record how many people they engage with, struggle with substance misuse, alcohol recovery and mental health needs.

For example, St Mungo's supported 54 rough sleepers off the streets in 2015/2016. There were a total of 102 Health Interventions in 2015/2016 and 47 of these interventions were direct support to register with a GP. During 2015/2016 all of the rough sleepers worked with presented with more than one health issue. 133 reported physical health problems and 125 reported mental health issues. 185 of the rough sleepers worked with misused alcohol and 106 misused drugs.

Progress update for 2016/17

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In 2016/17, there was a reported 163 rough sleepers in Hounslow. This is a decrease of 28 from the previous year (191). There are 146 (90%) male rough sleepers and 17 (10%) female rough sleepers. The data also indicated that majority of ethnicities were 66 (40%) were White British/Other, 22 (13%) were Black and 11 (7%) were Asian.

The outer borough CHAIN report highlights detailed information and breaks down the reasons for rough sleeping and a further breakdown of age and race of people in Hounslow and those most affected.

Progress update for 2017/18

CHAIN's data is updated on a quarterly basis and can be found using the link below –

<https://data.london.gov.uk/dataset/chain-reports>

The most up to date information was for quarter 3, which was October – December 2017 and can be found using the link above.

4d. Building Community Resilience to increase digital literacy of equalities groups in Hounslow (Led by Equality and Human Rights team and Adult Education team)

In July 2016, the Council agreed a new Customer Services strategy which is focused on improving the digital offer for our residents and which champions channel shift so that those residents who can use online services do so. The Council's ambition is to move over 50% of our customer contact to online services by 2018. As part of this, we want to ensure that all simple enquiries are automated and that we have in place effective triage and assessment to effectively support our residents to get the support they need in the right way and the right time. This includes ensuring that we can then target our telephone and face to face contact to those who most need it.

Why is this a priority?

The Residents Survey found that an estimated 89% of residents had access to the internet whilst, 11% of Hounslow residents did not have home access to the internet. It is important to understand access and usage of the internet, so of the

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11% ,those who do not have access to the internet tended to be over 55, residents from black or mixed ethnicity backgrounds, people living in socially-rented housing and residents with disabilities and/or longstanding illnesses. This is important to understand as, according to projections from the GLA, Hounslow's population is expected to grow and become more diverse by 2026. The growth will be highest among over-65s as the borough's population ages, and lowest among younger adults (ages 18-49).

Digital skills charity 'Go On UK' produced a "digital exclusion heat map" showing predicted levels of digital skills and engagement at a local authority level across the UK. Overall Hounslow is rated as being unlikely to have high levels of digital exclusion. It is predicted that only 30% of adults in Hounslow have used all five basic digital skills in the past three months (as defined by Go On UK – managing information, communicating, transacting, creating and problem solving), putting Hounslow in the bottom 20% of local authorities on this metric. This seems to indicate that while Hounslow residents do tend to possess good digital skills, they may not be in the habit of using online services regularly and this is something that the council can play a role in enabling.

In terms of the demographics of the Borough, the data reveals that 11.1% of adults in Hounslow are over 65 and 13.8% of adults in Hounslow as having a long-term illness or disability. Being older than 65 contributes significantly to the likelihood of an individual being offline and lacking Basic Digital Skills. Illness and disability contribute significantly to the likelihood of an individual being offline and lacking in basic digital skills.

In terms of demand management, the Council can expect to see a continuing demand for alternative channels for communicating and transacting from at least 10.1% of our residents who have never been online and from our disabled and older residents.

There are other reasons why this is a priority. There are a number of other barriers to digital capabilities. This includes low levels of education and affordability and lack of core literacy skills which can indicate a lack of broader skills, including Basic Digital Skills. Affordability is one of the key barriers to people accessing the Internet. £22,400 is the average income per taxpayer in Hounslow. The income amount is the median figure for the area. National data also indicate that 23% of small

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businesses don't have Basic Digital Skills. This is likely to reflect the profile of Hounslow's small businesses as well, as there is no evidence to indicate that small businesses in Hounslow are comparatively more digitally capable. In the charity sector the challenge is even greater. Over half of all UK charities are lacking the 5 Basic Digital Skills.

The Council can minimise disadvantage by promoting and increasing digital literacy targeted to reach those likely to be digitally excluded. However, some residents will continue to be digitally challenged and the Council will need to build resilience and social capital of our third sector partners to support such residents.

What is the Council doing to achieve Objective 4d?

'Digital by Default' can be a catalyst to divert and change unnecessary dependency on the Council by the majority of residents with digital literacy. However, for the most vulnerable and digitally challenged residents face to face and telephone access will still be available.

The new website is a first step in supporting residents with both translate and accessibility features e.g. scope to increase font size which will support Blind and Partially sighted residents who often can be more technology savvy or the 'Browse Aloud' feature. For deaf residents, the Equalities section is working with Customer service team to research 'Type text' and 'Signly', a method of communication which is used by deaf people and involves texting to a dedicated number or as in the latter case using a free app to access BSL interpretation. We will be completing a full accessibility audit on the council's new website with the Digital Accessibility Centre and implementing any proposed recommendations.

The Equalities team has also teamed up with Adult Education and designed two digital inclusion programmes to mitigate the impact on disabled and older residents. The courses below are delivered by Adult Education and Equalities team identify and sign up residents to register and complete the course.

Course 1- Getting Started with Computers

This course was run from community venues and is designed for residents who have never been online. Participating residents will know how to use the computer in accordance with E-Safety requirements, develop familiarity with the physical components and operations of a computer, understand how to perform basic administrative tasks, use basic Word Processing functionality, be able to access and use the internet and use basic email functionality.

Course 2- Accessing Council Services via the Internet

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It is a non-accredited learning programme set in community venues. The course is tailored to help residents navigate the Council's webpage and by the end of the course participating residents will have the abilities to develop understanding of filling in online forms, know how to access Hounslow Council online services, be able to provide relevant personal information via online form completion, develop understanding of using the internet securely, and know how to use relevant Hounslow online systems to manage Council Tax payments, Housing benefits claims, Rent payments, Blue Badge applications and Freedom pass applications.

Course 3- Training on Web Navigation to access Council services for third sector Equalities organisations

The Equality and Human Rights section is also planning to engage third sector equalities groups to deliver this programme. The aim is to provide accreditation for equalities organisations for supporting this programme. Organisations that have supported the highest number of residents to attend Courses 1 and 2 will receive acknowledgment and certificate from the Council's Disability Community Forum at the Annual General Meeting.

Course 3 is aimed at skilling up third sector equalities organisations to help vulnerable residents to engage digitally with the Council. Initial engagement with some of the Equalities third sector groups highlighted that they were not confident about navigating the Council's website on behalf of residents who are digitally challenged. They were also unable to attend meetings to support this project. There seems to be capacity issues which creates barriers for third sector equality organisations to engage and offer support to residents. Before delivering Course 3 it is necessary to scope the challenges facing third sector equalities organisations and how they can be supported to respond to the changing opportunities and challenges created by public service transformations and the changing emphasis to promoting prevention. This scoping paper will need to identify the future role and support required to assist TSEOs to work in partnership with public services; including identifying features of effective partnership-working between the public sector and equalities third sector groups. This will be done in consultation with third sector community organisations undertaking targeted work with equality groups.

How do we measure success under Objective 4d –Digital empowerment of equality groups in Hounslow?

Course 1 has already begun for older ethnic minorities and disabled groups. Courses will be evaluated for numbers of vulnerable residents who successfully complete the course. To date 20 ethnic minority residents aged over 75 have attended a 10 week course and have given good feedback. A further group of partially sighted residents were given specialist IT training through Royal National Institute for the Blind.

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Course 2 will be assessed when it is up and running. This 6-8 week course will be assessed for numbers who attend the course and whether they can demonstrate ability to navigate Councils new website.

Course 3 - Number of equalities third sector organisations that engaged in Course 3 and attended the course. Completed scoping report identifying the support Third sector equalities organisations need to respond to the wider challenges of public service transformations.

Progress update for 2016/17

Course 1 was successfully run in May 2016. This included a class of 20 Asian women who had little to no experience using a computer. The course went through the very basics from how to use a mouse to going on the internet.

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Progress update for 2017/18

Course 2 was run in June 2017. It was a 5 week course with 11 adults with various disabilities. One aspect of the course that was particularly successful was how to report issues to Hounslow Council. Residents benefitted for this and one resident was even quoted by saying “I didn’t know how to complain to trading standards but now I do. As a wheelchair user, businesses leaving things on the pavement need to be sanctioned. I am glad I went on this course. As a result of learning how to log a report online, a business was sanctioned for leaving their rubbish on a public pathway”.

Course 3 – The Equalities Team would like to work in partnership with Middlesex Association for the Blind and Adult Education to arrange for courses to tutor and educate MAB’s volunteers. MAB’s volunteers provide a befriending service to blind and partially sighted residents. MAB would like to gather volunteers from the Job Centre. The Equalities Team would like these volunteers to be trained on navigating the Council’s website to help blind and partially sighted residents. This is to be scheduled for 2018.

Objective 5 - Improving Equalities data collection and Equality Analysis (Led by Equality and Human Rights team)

The Council collects data on demographics, health, crime, education and a number of other key domains but this needs to be capable of disaggregation by equality groups to support robust equality analysis.

Why is this a priority?

The Council has a legal duty to publish information to demonstrate its compliance with section 149(1) of the Act across all its functions. This requires the Council to publish information which must include, in particular information on the effect our policies and practices have had on people with equalities characteristic who are employees, or other persons affected by our policies and practices. The Council has to undertake equality analysis and provide details of the information the analysis was based on. The Council must also be able to substantiate the list of ‘Equality Objectives’ through data analysis. This Objective is therefore vital to assist the Council to robustly rank priorities against limited resources.

The Government have launched an audit of public services to reveal racial disparities and help end injustices many people experience across Britain. The audit will involve government departments to identify and publish information showing how

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outcomes differ for people of different backgrounds, in a range of areas including health, education and employment. The aim is to check how race affects the way people are treated by public services. The audit aims to shine a light on how our

public services treat people from different backgrounds. The public are expected to be able to check how their race affects how they are treated on key issues such as health, education and employment, broken down by geographic location, income and gender. The audit is also to show disadvantages suffered by white working class people as well as ethnic minorities and the findings from this audit will influence government policy to solve these problems. The Government has introduced Gender Pay Gap reporting which will require Local authorities to carry out a gender pay audit to identify the likely extent of gender pay gap and the reasons for it. The 'specific duties' regulations has been amended to incorporate the new mandatory gender pay reporting obligations. Public sector employers must publish their first reports no later than 30 March 2018. The Equalities Objectives must also be published no later than 30 March 2018.

These proposed changes prompt the need to plan our approach to collecting Equality data and making this a key priority for the coming years.

Another reason why this is a priority is because the quality and availability of data on equality characteristics can be quite variable, and the variability affects the robustness of Equality Analysis. The data has to be capable of intelligent analysis to offer insight and to help mitigate any likely disadvantages. This makes data collection an important objective in its own right.

What is the Council doing to achieve Objective 5?

The Council has produced Intelligence briefing (September 2015) which focuses on equalities, giving a broad overview of the available data for Hounslow. This briefing includes sections on breakdown of Hounslow residents as follows:

- Projected population to 2015
- Projected number of households 2015
- Job Seekers Allowance by Claimant count 2015
- Median annual earnings of residents 2014
- Breakdown of Borough population by Age, Sex and Ethnicity

Projected change in population by ethnic groups between 2015-2025 by ward

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Breakdown of resident's religious affiliation broken down by ward
Breakdown of resident's marital status
Number of Asylum Seekers and international Migration into and out of Hounslow
An additional section on refugees.

Prevalence of Disability and Long term health issues by ward
Numbers receiving Physical Support- Physical Support –Personal Care Support; for Access and Mobility Only.

Number of Social Care Clients by ward in terms of Learning Disability; Mental Health and Sensory Disability including hearing impairment and numbers with dementia and memory loss.

The Council also gathers data on complaints and the use of services by equalities groups in order to assist with Equality Analysis and Service Planning and Consultations and Community Engagement. In the wake of the Governments focus on racial disparities, the Council will be seeking to prioritise work on identifying and tackling disadvantage on grounds of race.

How do we measure success?

By taking stock of where the Council collects data by equalities groups and by assessing how reliable it is for analysis as part of the quarterly performance management reporting and publishing our annual employment monitoring and gender pay gap reports.

Progress update for 2018

The Equalities Team has worked alongside the Policy Teams' Intelligence Hub to collate data. This will form the January 2018 Equalities Intelligence Briefing, giving a breakdown of demographics pertaining to the protected characteristics of the borough. This will be available on the external webpage. The link can be found below:

https://www.hounslow.gov.uk/downloads/20110/open_data_and_information_requests

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Objective 6 - Providing Training and developing staff knowledge and competence in Equality (Led by Equality and Human Rights team)

The Council is committed to promoting a culture of equality and human rights through training.

Why is this a priority?

A key aim of training is to ensure that all staff are up to date with legislation on equality and human rights and its application for their service area. Training is vital to raise skill levels and knowledge of the Equality and Human Rights legislation and to ensure staff know how to apply the legislation to their specific service areas.

The training also promotes the importance of effective consultation and engagement with diverse communities, users, carers and residents with equalities characteristics.

What is the Council doing to achieve Objective 6?

The Equality and Human Rights section delivers an annual programme of training commissioned by various departments and delivered by the Equality and Human Rights team. Annually, we provide about 22 training sessions roughly about two a month with the exception of December. The training is usually commissioned by managers whose services are undergoing change or who want a refresher course for their staff or if they want to help team building or improve customer care. The training also covers 'Unconscious Bias' which helps staff to examine assumptions and stereo typing which can lead to bias.

From April 2016 – March 2017 service managers commissioned the following:

- Training for Foster Carers – 2 sessions (completed)
- Training for Leaving Care team– 2 sessions (completed)
- Refugee training – 2 sessions (completed)
- Sensory Deaf/Blind awareness training – social services – 2 sessions (completed)
- Traffic engineers disability access and design of streets (traffic management) – 2 sessions (completed)
- Deaf awareness for transport staff – 2 sessions (completed)
- BSL training for transport staff (lunch and learn) – 3 sessions (completed)

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Bespoke Equalities training for Library staff including Unconscious bias – diversity and culture training for front line leisure staff – 4 sessions (completed)

Mental Health Training for Access Hounslow -planned
Equalities Training for Housing Benefit Staff –planned
Induction training for Apprentices – (completed)
Equalities training for Adult Education staff (completed)
Equalities training for Library staff across West London – (completed)

Promotion of E-Learning courses

In January 2016, the Council also developed e-learning courses on equalities to support staff develop their competency on equality.

Certificates will be awarded on completion of the online self-learning courses. This will also be used to sign post new staff to the Council as part of the Council's induction programme, as well as for existing staff. The online courses are complemented with separate bespoke lunch and learn sessions and other mainstream equalities training commissioned by managers through a formal competency specification. The Equality and Human Rights section will annually monitor which teams have undertaken e-learning courses. The aim is to support staff learning as part of their Personal Development plan and the Appraisal process.

The E-learning courses can be accessed through Hounslow Learning Pool: <http://hounslow.learningpool.com>.

The four courses are as follows:

i) Equality in the Workplace

This course provides an overview of why equality is important in the workplace and service delivery. The aim of this course is to increase awareness of equality in the workplace and service delivery and to identify the expectations we have of you in terms of your behaviour. It will also provide practical help in challenging unlawful discrimination or inappropriate behaviour.

ii) Equality Act 2010 and the Public Sector Equality Duty

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This module provides an overview of the Equality Act 2010 and the Public Sector Equality Duty. Its aim is to explain what this legislation means for service planning and delivery. It will help Council officers to apply equality in their work.

iii) A Practical Guide to Reasonable Adjustments

This e-learning module, looks at some situations in which the council should make adjustments for disabled people, whether they are employees or customers. It considers the legal requirements, officers' individual responsibilities and what constitutes a 'reasonable adjustment'. It also covers good practice that should be followed when dealing with disabled customers and colleagues.

iv) Equality Resource Modules for Managers

The Council has also developed an equality resource, a toolkit designed for managers, primarily to help them to familiarise themselves to Hounslow's diverse communities, provide a quick reference to Hounslow's equality priorities and consultation and engagement structures. It also informs new managers about what advice and services are available and can be commissioned from the Equality and Human Rights team. The resource pack includes the following modules:

Equality and Diversity –

Introduction

Section 1 Equality and Diversity Objectives

Section 2 Equality Analysis and Decision Making

Section 3 Training – Links to Learning Pool Courses

Section 4 Intranet Links to Equality Resources

Additionally the Equality and Human Rights team have developed a more comprehensive resource pack for all managers on the intranet.

How do we measure success?

All staff attending training complete a feedback form and managers provide additional feedback and commission further training for other staff and recommend training for other sections. To-date the training score for all the courses have ranged between 4/5 and 5/5 and 5 is score for excellent.

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Progress update for 2017/18:

From April 2017, the Equalities Team have actively been training both internal staff members of the Council and staff from external organisations. The training that the Equalities team have carried out were based on the Equality Act 2010, Disability Awareness and Unconscious Bias.

The Equalities Team have trained:

Afghanistan and Central Asian Association (ACAA) staff – 1 session

Procurement Team, Hounslow Council – 1 session

Foster Carers – 2 sessions

SENSS Teacher Training – 2 sessions completed

Training for social workers on the Unaccompanied Asylum Seeking Children (UASC) Project

Training on – Supporting you – Accessing Council services today and in the future – 1 session completed at the Autism Acceptance and Awareness Event

Planned for April – Several sessions, including diversity, in assessing unaccompanied asylum seeking children.

Training is measured using evaluation sheets, where the Equalities Team score between 4/5 and 5/5 on average (5 is an excellent score).

In addition to the training that has been conducted, the Equalities Team will be looking to work in partnership with Autism Hounslow in providing Autism Awareness Training to frontline/customer care staff before moving to the new Civic Centre. The Equalities Team will be meeting with the Human Resources Team of Hounslow Council to discuss how the e-learning equalities modules can be more encouraged throughout the Council.