



Gauging, Engaging and Balancing:

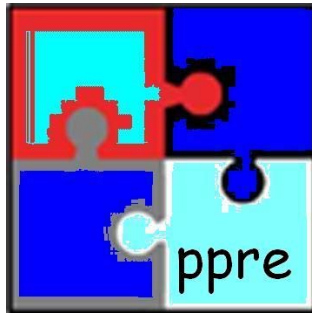
The future of local race equality work in London



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Introduction

There has been a long history of local Race Equality Bodies (REBs) delivering work in London and in the past there has been infrastructure support in place to enable this to happen more effectively. For instance, ROTA was formerly Greater London Action on Race Equality (GLARE), the network for Race Equality Councils in London until 1997. There have also been a variety of studies, which are referred to in this report, looking at the type of work REBs are involved in and how best race equality can be delivered in the city.

When the London Regional Consortium (LRC) of ChangeUp was assessing the infrastructure support available to front line voluntary and community sector organisations in London, it was noted that there was currently a gap in provision available to front line REBs. The LRC decided to carry out some work and asked ROTA to commission a fact finding study. London Metropolitan University won the contract and we commissioned them to:

- Look at the current level of provision of racial equality work across London
- Identify potential gaps in the existing infrastructure
- Develop alternative models to address these gaps and build on best practice

The work built on earlier evidence collected by Government Office for London (GOL) and the Commission for Racial Equality (CRE) amongst others. Further funding from London Metropolitan University also enabled us to take a broader look at the subject and to come up with recommendations beyond the study's original remit.

We see this report as a tool to enable all those involved in race equality in London to work more effectively together in ensuring that the issues for Black Asian and Minority Ethnic Londoners are addressed in an ever changing world. We look forward to working in partnership to see the recommendations are delivered.

Dinah Cox
Chief Executive

Executive Summary

What is local race equality work?

In 2002 the RESOLVE Consortium report on modernising race equality work in London described the roles of local race equality agencies as:

- Community Development
- Public awareness and education
- Policy Development
- Race Specific casework/complainant aid
- Partnership with public bodies – acting as a critical friend¹

At the time almost all of the organisations funded by the Commission for Racial Equality (CRE) in London were at borough level. In 2006/7 about half the CRE grants under the *Getting Results* programme were to bodies that operated over either a wider or smaller area than boroughs. This new type of work either focuses on particular community – such as Gypsies and Travellers or BAME Deaf people or race equality in Poplar; or on a particular intervention – such as tribunal representation. The report has focused on borough-level organisations. Eight boroughs do not have an identifiable local race equality body. There are now at least six Race Equality Partnerships that are part of a Local Strategic Partnership. Some do casework, others do not but they generally focus on policy and planning work. The remaining nineteen boroughs have a body that is more like the bodies described in the RESOLVE report.

¹ Neckles L and Whitworth T (2002) *Modernising the Partnership for Local Racial Equality Work and with Racial Equality Councils*, Resolve Consortium Limited

Conclusions and Recommendations

The recommendations in this report are directed at the national, regional and local level. Some recommendations propose action at all three levels.

Conclusions and Recommendations for all levels

Is there a need for local race equality work in London?

Yes but! There are a number of reasons why local race equality work is needed in London but the reasons for it, what needs to be done and the skills and knowledge to do it are evolving all the time.

- *Identity*: People identify themselves and are identified by other people by their ethnic and national origins, faith, language spoken or appearance.
- *Extremism* Research on attitudes confirms that the vast majority of the public – particularly in London – reject discrimination and celebrate diversity. Because London is a capital city extremism is played out in a magnified form. Communities need support to deal with it. The failure to recognise extremism can be dangerous but so can 'Misrecognition'.² Statutory bodies need to have the understanding and support of the public for their actions. They also need mechanisms for dealing with situations in which their actions are misdirected, carried out wrongly or are not understood.
- *Demography*: Nearly half of England's BAME population live in London. In some contexts interaction between communities is high. In others it is low. Unless we take conscious steps to promote positive interaction there is a danger that it will either not happen or that it will be a negative experience.
- *Gauging* National, regional and local agencies more than ever need to be able to monitor what is happening in local communities. Information from national surveys or administrative data on service users or representation in formal civic life does not capture what is happening in communities that may be invisible or that may be distant from civic institutions.
- *Tackling unconscious and institutional discrimination*: The vast majority of experiences of discrimination or 'penalties' associated with race are not deliberate acts. However, there is a minority that specifically and consciously discriminates. Both need to be addressed by changing policies, practices and structures. There is no blueprint for doing this. It needs to reflect local circumstances.
- *Pathways from experience to redress and policy*: People who experience discrimination need to have access to advocacy and their stories need to be considered in policy and practice development.
- *Balancing* Balance is required in several different ways
 - o White and BAME communities are presented in an unbalanced way – often as two-dimensional or binary opposites. They are often characterised through stereotypes.
 - o Human Rights principles provide a framework for resolving issues in which individual rights e.g. freedom of expression and respect for others have to be balanced.
 - o Individuals and communities have different needs and priorities at different times.

² British Sociological Association (2007) BSA Race Forum Statement to Commission on Integration and Cohesion <http://tinyurl.com/2atxwv> (accessed 12 March 2007)

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- o Investment and development in communities also needs to be balanced – recognising past under-investment.

Without forums myths and stereotypes cannot be addressed balances of rights and needs of individuals and communities struck and priorities for investment debated.

- *Affinity and Engagement:* Whatever it is called – participation, social capital, voice - expression needs channel and also a clear means of cultivation. Some people may be ready and willing but experience barriers to engagement. Others are more sceptical or cynical about whether they have a valued place. For them it is essential that there are institutions that are clearly willing and able to listen to them. For some people it is affirming that their aspirations are legitimate. For others it may be raising their aspirations. For another group it may be about challenging their expectations.
- *Building links between equality strands:* Demography and historical patterns of access to services mean that very often race equality bodies are well placed to address issues of discrimination and disadvantage on grounds of faith, age or disability. Questionable assumptions about attitudes within BAME communities on equal rights on gender and sexuality mean that work led by REBs would send out a particularly powerful message about the commitment of BAME communities to equality.

Stop and search has not changed in the past 10 years. Mainly now it is the abuse of anti-terrorist stop and search powers. With the arrival of the Olympics, [our] worries are that the closer we get to the games themselves; there will be an increasing abuse of those powers.

Recommendation A1 The rationale for local race equality work can be summarised as *gauging, engaging and balancing*. The key national, regional and local agencies – see **Appendix 1** - should clearly state their commitment to this work by race equality bodies at the local level.

Responding to change

The context in which race equality bodies (REBs) in London operate is complex and dynamic. Three areas of context of particular significance:

- *Social:* The demography of London and the attitudes of Londoners are kaleidoscopes. London cannot be described in simple Black and White terms (or even as a patchwork) of who lives here or what their attitudes are.
- *Policy:* Policies of central, regional and local bodies on areas such as equality, cohesion and the role of local government and the voluntary sector are changing.
- *Institutional:* There are significant changes to the way public services are planned, delivered, scrutinised and regulated. These include the increasingly important role of Local Strategic Partnerships at the local level, the Mayor of London at the regional level and the Commission for Equality and Human Rights (CEHR) at the national level.

The REBs need more preparation for change but so do their national, regional and local partners and funders. It was clear from discussions with funders, for example that keeping pace with the ideas and policy initiatives from central, regional and local agencies is proving challenging.

The REBs vary in their awareness and readiness for changes in the context in which they operate. They reflected the not uncommon situations that the people and

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institutions most affected by change (users, front-line staff) are unable to absorb all the information and ideas that are circulating. It was observed during the research that organisations and individuals have been going through the different stages of grief³ in relation to the creation of the CEHR.

Perceptions of change by REBS

Are they really saying what we do is not important?

The thinking and tools of the integrated approach to discrimination are extremely removed from day-to-day reality of experience... particularly of Black and Minority Ethnic communities – 100 million miles away. Not only Black people but also elderly people, gay people. An aspirational cloud.

Two weeks ago we had a call from the CEHR about setting up a telephone Helpline. My reaction was – why? Why are we going back to things that have failed in the past and not to things that have worked? We know the effective work takes place at the local level – we need to localise Race Equality work in general.

I feel as though that new commission is drawing on and being empowered by that dialogue on integration. The general thinking around integration is that somehow you've got this homogeneous white culture and that communities who haven't passed all the eligibility criteria for being part of this core white culture, must do so like citizenship-type ceremonies to become a citizen.

Isn't a danger of the 'penalty' element referred to here that [...] shifts focus away from tackling institutional barriers and how we draw lessons for institutional process and pins the way out, by implication, down to an overwhelming pre-occupation with discerning and driving conscious motivation in individual selves. Doesn't it risk 'locking' the issue as if it's all down to the agency of individuals? As if it's all within your capabilities and rights to overcome those 'trigger penalties' that you're born with, and then when there is sufficient investment by the individual we will achieve an even playing field.

It was not only the CEHR that REBs felt anxious about. One person said of authorities in general: They can't work with us or live with us, but often they cannot work without us.

REB staff expressed a willingness to change but some had doubts about whether their management committees were as keen to change as them.

I feel that any organisation needs to move with the times, the needs, the language, the workforce and everything and you have got to change. The REC movement is a movement that needs to change. There is no point holding on to things that have to value today. In my own REC I see us moving from just race to broader equality, and to other types of work (i.e. young people and mentoring projects) which will enable the projects and organisation to continue.

RECs are being challenged now, being publicly criticised in the papers, and the natural reaction is to cut all funding.

³ Anger/Denial, Resistance, Exploration/Negotiation, Acceptance/Commitment - Scott C & Jaffe D (1989) *Managing Organisational Change* Kogan Page

instance in the demography of London, proposed changes in the role and structures of local government, the agenda on equalities and community cohesion and the role of the third sector.

There is a considerable investment in local work on race equality in London. On the figures supplied by race equality bodies, for every £1 granted by the CRE a further £4 comes from other sources. If the value of this investment is to be sustained and increased a more pro-active change management process is required.

Recommendation A2 The CRE/CEHR, Capacitybuilders and GOL should commission appropriate regional and local partners to assist London race equality bodies further in the management of change including

- More opportunities for REBs to share ideas about adapting and leading change in equality and human rights. The model of Action Learning Sets is proposed. See **Appendix 3**
- Celebration and reflection on the experience and achievements of race equality councils in London should be arranged. This should include lessons learned about what works or does not work in promoting equality and human rights. See **Appendix 4.**

Taking stock of the diversity in London's equality and human rights work

Across London's 32 boroughs and the City of London there are a variety of organisational forms for work on local race equality including

1. *No borough-level race equality body* e.g. Tower Hamlets, Hackney, Camden, Islington, Brent.
2. *Race equality body not currently funded by CRE* e.g. Wandsworth.
3. *Race Equality Council* e.g. Harrow, Hounslow or Redbridge.
4. More than one race equality body funded by CRE e.g. Newham.
 - *Race Equality Partnership* e.g. Kensington and Chelsea or Westminster.
 - *Race equality body combining features* of both a Partnership (strong statutory body participation) and a Council (strong BAME representation) e.g. Lewisham.
 - *Equality and Human Rights body* e.g. proposed for Southwark.
 - *Neighbourhood race equality body* e.g. Kings Cross or Poplar.
 - *Pan-London body* either focusing on a particular intervention e.g. the London Discrimination Unit (tribunal cases) or a particular population (e.g. Gypsies and Travellers).

Even this summary over-simplifies the size and nature of the organisations, how they are funded and the context in which they operate. It is therefore essential properly to profile activities at a local level.

Who funds what varies from borough to borough. Some of this is not doubt a reflection of local circumstances but in recommendations for specific agencies, a more strategic approach is proposed.

Recommendation A3 Bodies funding local race equality work in London should review current local race equality work borough by borough. Draft terms of reference for such reviews are proposed at **Appendix 5.**

Recommendation A4 The CRE is not currently a member of *London Funders* and it is recommended that it (or the CEHR) join.

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Recommendation A5 *London Funders* should be asked by the CRE and CEHR to coordinate such reviews.

Renewal and evolution

In making decisions about what to do with the assets that the work of existing race equality bodies represents and how to invest further funders, planning bodies and communities need to have clear idea of what is needed and feasible.

Recommendation A6 All the stakeholders give consideration to the four models for work on equality and human rights proposed in this report. The CRE should take a lead in this.

The functions of gauging and engaging run through all four models but to different degrees and using different approaches. Collecting up-to-date and accurate information is most essential for the *Weather Station* model.

An understanding of conflict management and resolution is of paramount importance for the *forum* role. In **Appendix 6** it is suggested that there is much to be learned from international and Northern Irish experience about how dialogue between different communities could be made much more powerful by a deeper understanding of the possible causes of conflict, strategies and processes for addressing the issues.

Recommendation A7 The CRE/CEHR, GOL and Capacitybuilders should commission work from appropriate national, regional and local partners to promote opportunities for equality and human rights bodies in London to learn more about conflict resolution and management.

Casework, particularly if it is going to be turned into a tool for policy and practice is part of all the models. It is explored further in **Appendix 7**.

Recommendation A8 Casework by REBs should continue. More consistency in how information is collated, analysed and shared with other agencies to inform policy and practice is required. How this can be achieved is also discussed in **Appendix 7**.

National Equality Bodies

The CRE cannot make commitments on behalf of the CEHR. In the past it has not been able to make commitments to fund bodies for more than a year at a time because of the way it has been funded itself. Possibly because of ambiguity or evolution in the relationship between RECs and the CRE there have been frustrations on both sides about what could legitimately be expected from the funder and the grantee over issues such as performance and governance.

Recommendation N1 The CEHR should unequivocally state its commitment to long-term funding local race equality work in London.

Recommendation N2 The CEHR should clearly treat REBs as independent voluntary and community sector organisations including agreeing an enhanced Compact with them.

The CEHR's long-term role in relation to community cohesion may not be clear until the Commission for Community Cohesion and Integration reports. Meanwhile the CRE and CEHR have a special role in ensuring that appropriate support is available when an

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injustice or crime may have been perceived to be committed or tensions are heightened.

Recommendation N3 The CRE and CEHR should consider how best to ensure that victims have access to independent advocacy that goes beyond casework.

Recommendation N4 The CRE should initiate discussions with the CEHR and the Mayor of London about a regional presence for the CEHR that:

- Recognises the Mayor's legal duty to promote equality, tackle discrimination and promote good relations between communities.
- Will have a research capacity.
- Will be able liaise with bodies such as the Government Office for London, London Councils, London Funders, NHS London, the London Development Agency, Learning and Skills Councils, the Olympic Delivery Authority, Thames Gateway and larger employers.
- Commissions work from regional and sub-regional REBs, BAME organisations and agencies that provide specialist resources such as tribunal representation or working with travellers; provide training or capacity-building; research or facilitating policy development or networking.

Recommendation N5 In designing a regional body the CRE and CEHR should consult with local REBs, BAME organisations and existing national and regional second-tier organisations serving BAME communities.

Regional bodies

Regional bodies are important to REBs. It is not so clear that REBs are always important to regional bodies. The members of the London Funders Group account for almost all of the funding for REBs in London that does not come from the CRE. Regional bodies commissioned this research – the ChangeUp programme working. Despite this report and the funding of REBs it does not seem as though local REBs are much thought of as a type of body in their own right. The funding is a reflection of where they are or the specific work they do. This report fills a gap left by other reports such as those on voluntary and community networks, the infrastructure for BAME organisations, developing second tier support for front-line organisations. There are at least two possible reasons for this apparent neglect:

- REBs do not have a clear identity: they are not BAME organisations. They may or may not be Second Tier Organisations, advice agencies or part of Local Strategic Partnerships. They have historically been part of the CRE 'family'. There are big differences between them and there is no London network of them so they are thought of individually.
- They may seem like a dying species: numbers have been falling. There have been some well-publicised 'failures' among them. (Even) the CRE has appeared to be critical of their performance.

Creating an environment in which REBs can evolve

This report argues that REBs should not become extinct but that they do need to evolve. Regional bodies have a key role in creating the environment in which they can do that. The Mayor of London has played a key role in promoting areas such as refugee integration, a positive response to the events of 7/7 and responding to gun crime. There are a number of second tier organisations specifically providing support for BAME

organisations.⁴ Beyond the change management actions in **Recommendation 2**. The ChangeUp programme has been a focus for discussion about how to strengthen the infrastructure of the voluntary and community sector generally, BAME organisations and through this report REBs. However it has no resources for on-going support.

Recommendation R1 The Government Office for London should consult with stakeholders on how regional and sub-regional second-tier organisations can best support REBs.

Recommendation R2 The Mayor's Office, Government Office for London, NHS London, *London Councils*, the London Development Agency, Learning and Skills Councils, the Olympic Delivery Authority, Thames Gateway and other bodies should review their consultation and information sharing arrangements to ensure that REBs are effectively included.

Up-to-date and accurate information

Too much information about BAME communities in London relies on out-of-date and incomplete information such as the 2001 census or social surveys where the ethnicity categories used or the sampling techniques systematically (but rarely deliberately) hide whole communities. London's population is particularly mobile. When the information does not match people's experience they will use anecdote (or prejudice) to fill the gap with potentially profound negative consequences. Misinformation and myth is often not countered. Not all areas analyse all the widely available sources of data and even those that do may not disseminate the information widely. A possible model – building on that in Enfield – is an annual Equalities report to local organisations particularly concerned with equality and human rights.

Recommendation R3 The Greater London Authority's Data Management and Analysis Group (DMAG) should coordinate production of a template/source guide for reports by local authorities on local populations.

Local Statutory bodies

Where there is an existing Race Equality body

Most boroughs have a race equality body. Almost all (but not all) of them get local authority, LSP or NRF funding. This is very important but so is clear identification of what role the REB plays and enabling it to carry out its functions effectively. What resources and the best form of recognition will follow from local decisions. There are however some areas that should particularly considered be considered by local authorities, LSPs and other bodies such as PCTs:

- For a REB to play a significant role in local strategic planning and development or scrutiny it needs sufficient funding for a Chief Officer with sufficient research and policy support.
- To play a second tier organisation role supporting BAME organisations a REB needs to have premises that can host meetings, training events, 'micro' organisations and possibly emergent or partner organisations. It also needs to have staff with community and project development skills.

⁴ E.g. The Evelyn Oldfield Unit, The Black Training and Enterprise Group, MODA, Black Neighbourhood Renewal and Regeneration Network, The Scarman Trust, The Confederation of Bengali Associations

- Information, advice and advocacy require resources, recognition of the legitimacy of the role and quality assurance systems.
- Building links between local groups promoting different aspects of equality and human rights requires facilitation.

Recommendation L1 Local authorities and other local statutory bodies should decide on what role they want the local REB to play and ensure it has the necessary resources and recognition to perform it.

Where there is no Race Equality body

In about one-quarter of London there is neither a Race Equality Council nor Race Equality Partnership. In most cases there was an REC in the past but it has closed.

Recommendation L2 Areas that do not have a race equality body do not necessarily need a single locally based organisation. However, they should work with the CRE/CEHR to demonstrate that they have local arrangements in place for:

- Collection and dissemination of information on the demography and attitudes of the communities that they serve.
- Identifying and responding to the needs of BAME communities in partnership or scrutiny arrangements.
- Developing the capacity of organisations to meet the needs of BAME communities.
- Providing a forum for preventing, managing or resolving issues that may cause conflict or tension in local communities.
- When events do take place in which an injustice or crime may have been perceived to have been committed to give appropriate support.

Local race equality bodies

The core of the fieldwork of this project was a dialogue with staff (mainly directors) of local race equality bodies in London – in all 15 such organisations contributed. As was indicated earlier there was anger and frustration at what was perceived as a low value put on their work and uncertain futures. However, they generally expressed a determination to find ways to carry the work that they had been doing forward and develop new ways of working. As the Chair of one of the RECs expressed it, '*We hope that ... RECs will be able to use this research to re-define their role and purpose to enable them to have a sustainable and effective role in the future*'.⁵

The bodies that were most optimistic were the ones that had local authority support for developing a *weather station* type role. The ones that were most pessimistic were the ones that had most focused on casework in the past. One saw itself transforming into a more generic Equality and Human Rights body with a strong race focus. The others saw their immediate future as being race equality bodies, mostly with ideas about how they would work to strengthen links with other equality organisations. Some of the REBs who we did not succeed in seeing are clearly very active. Some are Race Equality Partnerships – part of Local Strategic Partnerships. Others are sub-district (neighbourhood) projects. Others are Race Equality Councils in form. We know from feedback from colleagues that this does not mean that they are limited to the REC functions outlined by RESOLVE, for example. The question may be asked were the participating organisations “representative”. Numerically we saw more than half of the local REBs in London. In organisational terms we saw the range of forms of specifically race equality bodies believed to exist. We did not see the more generic bodies funded

⁵ Betton B (2006) Chair's Foreword in *Annual Report 2005/2006*. Enfield Race Equality Council

to do race equality work. We had limited contact with a borough-based older people's organisation funded to do race equality work. Our impression is that we also saw the range of organisations and individuals from 'early adopters' through 'deliberators' and 'sceptics' to 'traditionalists'.⁶

Realising the potential

One observation that the REBs noted was how rarely they meet each other. When they do meet it is to do something specific such as a joint campaign against the far-right. We believe this isolation needs to be overcome if the full potential of REBs is to be realised. A number of agencies were also concerned that opportunities for honorary officers and management committee members found it difficult to keep up with the changing context.

Recommendation L3 **Recommendation 2** and **Appendix 3** propose that Action Learning Sets for REBs in London should be established. The REBs should identify how best to organise this or any alternative proposal they may have for staff and should make proposals for what kind of support management committee members would find most useful.

Auditing and Ensuring Inclusiveness

Since community relations councils were first established a range of other organisations and networks concerned with race equality have been established. REBs need to make sure that they are reflecting the present state of organisation and presence of local BAME communities.

Recommendation L4 REBs should work to profile and make sure there are working links with BAME communities and their organisations with other agencies such as:

- Local authority sections managing Policy and Research, Regeneration and Community Development, Refugee integration, Travellers Education and Sites.
- Refugee and asylum seekers (RAS) forums, networks and organisations.⁷
- Gypsy and Traveller organisations.
- Irish organisations.⁸

Recommendation L5 REBs should work to profile and make sure there are working links with groups reflecting the other equality strands that will be the focus of the CEHR:

- *Faith groups*: many London boroughs have faith forums and all should have Standing Advisory Committees on Religious Education⁹
- *Disability* Most boroughs have organisations of disabled people as well as organisations for disabled people. Care should be taken that organisations of people with physical, sensory, learning and mental health related disability are all included¹⁰
- *Gender* As well as organisations specifically for women such as refuges, Women's health and housing projects there are education and childcare services and social

⁶ Rogers E *The Diffusion of Innovations* (1983) Free Press

⁷ Evelyn Oldfield Unit (2006) Directory for Refugee Forums and Networks EOU

⁸ The Federation of Irish Societies <http://www.irishsocieties.org/map.asp> (accessed 9 March 2007)

⁹ <http://www.worldfaiths.org/links.htm>; <http://www.mmiweb.org.uk/nasacre/members.html> (accessed 9 March 2007)

¹⁰ <http://www.multikulti.org.uk/agencies/english/london/> and search for disability (accessed 9 March 2007)

provision that are often mainly used by women. There are an increasing number of projects aimed at (young) fathers including some specifically for BAME fathers.¹¹

- Age Organisations of children and young people particularly young people in care or care leavers exist in many boroughs as do organisations of older people
- *Lesbian, Gay, Bisexual and Transgender* organisations may not exist in every borough but there will be local links and there are also BAME LGBT organisations in London.¹²

'Working links' with other equality groups may include protocols for sharing information, agreed methods of managing casework together, forums in which commonalities and differences can be discussed, joint projects including reporting on the state of equality in a locality.

At the heart of the voluntary and community sector

REBs are often not at the heart of the voluntary and community sector. Some report an element of competition with councils of voluntary service. Links with volunteer centres or bureaux are not always strong. REBs are not always as well-linked into sources of information about resources or training as other VCS organisations. This position undermines the ability of REBs to survive and thrive, their effectiveness and credibility. REBs ought to be treated as key voices in the local voluntary and community sector but they may need to enhance recognition of their legitimacy. The strategy implied here is to focus on the networks that can directly appreciate the value of the REBs' work and enhance it rather than the more general forums.

Recommendation L6 Where it has not already happened REBs should seek to be key players in voluntary sector networks that that are central to their activities. This could include:

- Local advice networks with advice agencies such as Law Centres, CABx, independent advice agencies and legal aid solicitors.
- Community development and regeneration forums including Community Empowerment Networks and similar forums.

Recommendation L7 Where there are sector specific forums REBs should be properly represented if they are active in the sector. Forums exist in many boroughs for:

- Health and Social Care.
- Drugs & alcohol action.
- Education.
- Crime and Community Safety.
 - o Crime and Disorder Reduction Partnerships.
 - o Youth offending.
 - o Hate Crime and/or Victim Support.

If there are not forums REBs should consider reciprocal representation on management committees or advisory groups.

¹¹ There are also educational materials to support work with them see <http://www.fathersdirect.com/> (accessed 9 March 2007)

¹² Kairos in Soho have mapped the LGBT sector in London <http://www.kairosinsoho.org.uk/pip/PiP%20Report%20October%202006.pdf> (accessed 9 March 2007)