

## **London Borough of Harrow - Race Equality Scheme 2002-2005**

### **Progress Report for Year 1 Priorities**

**Department: Organisational Development**  
**Service: Human Resources**

#### **Policy: Equal Opportunity Policy**

**Aim** – To provide a clear statement of intent to demonstrate our commitment to tackle inequality and to ensure employment policies and service delivery policies address the needs of Harrow's diverse communities.

In its Progress Report in year 1, the Council undertook to identify any adverse impact through monitoring and consultation, and to review the Equal Opportunities Policy on an annual basis.

**Update: In March 2004 the Council's set up its Corporate Equality Group to coordinate its work on equality and diversity. The Council subsequently produced its Corporate Equality Plan (available on its website) to support management of its equalities framework, including the Equal Opportunity Policy, Race Equality Scheme, and Equality Standard Impact Assessments. Progress against the Corporate Equality plan is reviewed and reported annually.**

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**Department: Organisational Development**  
**Service: Policy & Partnership Service**

**Function/Policy (including aims): Development of the Harrow Strategic Partnership (HSP) for Harrow which is Harrow's Local Strategic Partnership.**

### **Update June 2004**

Four Voluntary & Community Sector Representatives were elected to the HSP Board. Two of the representatives were people from an ethnic minority. Representation from Harrow Council for Racial Equality was secured on the HSP Board.

Membership and reports on the work of the HSP have been given at the Strengthening Communities Scrutiny Sub Committee and the Community Consultative Forum.

The main focus of the work programme for the HSP in its first year was the development of the Community Strategy for Harrow. Comprehensive consultation was undertaken and a separate RES indicator and proforma report/impact assessment has been completed to report on equalities issues within the development of the Strategy.

### **Update May 2005**

The HSP has developed a Community Cohesion Reference Group specifically to ensure that its work reflects the needs of all sections of the community. The HSP Board currently has 5 members from a BME Background. The HSP has identified 'Strengthening Our Local Communities' as one of its underpinning principles.

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**Directorate: Urban Living**

**Function: Crime Reduction Strategy**

### **Action Point 1:**

The Safer Harrow Management Group have a remit to ensure that the response to crime and ASB is both proportionate and non-discriminatory. The Crime Reduction Strategy and ASB strategy will be reviewed periodically by the Safer Harrow Management Group, crime/drugs audit project group and problem solving groups.

The Safer Harrow Management Group has met regularly during the past 12 months and become a model of good practice for other HSP management groups to follow. The group receives regular progress reports on the action plans including activity aimed at reducing crime and anti-social behaviour affecting minority groups.

The Group has recently been restructured to include the leads on each of the action plans developed to address the 7 priority themes of the Strategy including a cross cutting theme of community involvement and diversity.

### **Action Point 2:**

An annual report is also required by Government Office for London concerning performance of the strategy and involvement by minority groups.

The annual report was prepared and submitted to GOL. The following is a summary of those issues affecting minority groups.

### **Progress:**

Pilot of multi-agency Caseworks system implemented with 5 sites and various workshops held to enhance agency support of Caseworks (third party reporting software).

Data sharing protocol developed for Caseworks

Various training for key agencies has taken place

Developed publicity materials providing victims with a list of key contacts

Intensive publicity campaign on buses, car parking tickets and London

Underground during Diwali festival.

### **Problems:**

Non sharing of depersonalised information from some agencies and council departments to help identify areas or communities at multiple risk of victimisation

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### **PEOPLE FIRST**

#### **Schools Race Equality policies / Education Development Plan**

People First continues to monitor the achievement of pupils according to their ethnicity and to put in place additional programmes to reduce any differentials. During the last year the 2002 test and exam results were reviewed and they continued to show variation between different ethnic minority groups.

The achievement of Indian pupils remains above average. Black Caribbean, Black African, Black Other and White European groups have overall outcomes below the average for Harrow, particularly at the higher levels. These groups also have higher incidence of other factors which affect attainment, such as English as an additional language, eligibility for free school meals and date of admission. (Not all of these factors apply to all groups.) The achievements of Pakistani pupils have improved over time to being close to the Harrow average at Key Stages 2, 3 and 4.

Many schools have taken part in Action Research projects which seek to target support for under-achieving pupils; this includes a successful project at one high school targeted at Black Caribbean pupils.

#### **UPDATE 2004/5 (extracted from September 2004 service review)**

##### **Attainment of identified under-achieving groups.**

2003 Benchmark and latest position

For more detailed data refer to the tables in the Data profile for Strategic Priority 1 EDP 5 pages 23 –25.

The EDP 2004 target for the qualifications of children leaving public care is that at least 75% leave with one or more A\*-G at GCSE and 35% with 5 or more A\*-C grades. Provisional data is that 11 achieved 1 or more A\*-G grades and 4 young people achieved 5 or more A\*-C grades. This represents 69% and 25% respectively. This year the GCSE outcomes for children looked after came close to the target for 2004. It should be noted that the overall small cohort size will inevitably lead to some variation.

The 2004 provisional data at Key Stage 2 shows the performance of boys and girls remaining in line in mathematics and the provisional figures for English show a reducing gap between girls and boys of 6 percentage points .

Mathematics is generally in line at Key Stage 3; the data for Key Stage 3 English and Key Stage 4 results are still awaited. In 2003 the gap for English at Key Stage 3 was 15 percentage points and 11% on 5 or more A\*-C grades.

In 2003 the differences in the results of pupils eligible and not eligible for free school meals remain large at Key Stages 1 to 3, with little evidence of any downward trend other than in science at Key Stage 1. The differences are up to

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20 percentage points at Key Stage 1, 34 percentage points at Key Stage 2 and around 30 percentage points at Key Stage 3.

Provisional data for 2004 at Key Stage 2 show a small fall from this of about 4 points in each of the core subjects.

At Key Stages 4 in 2003 the difference between those eligible and not eligible for free school meals is at 30 percentage points for 5 or more A\*-C grades, with evidence of a very slight downward trend. A more substantial reduction is recorded for 5 or more A\*-G grades where the gap has dropped from 30 to 22 percentage points and at 1 or more A\*-G grades a 7 percentage point gap is reduced by half. The analysis for 2004 is not available yet.

The 2003 results also continue to show variation between ethnic groups. The achievement of Indian pupils remains above average; it should be noted that this group overall is relatively advantaged in the context of eligibility for free school meals. The achievement of Pakistani pupils is below average at Key Stage 1, but trends show the gap is reducing at Key Stage 2 and 3 and pupils' results are at the Harrow average in GCSE at 5 or more A\*-C grades. It is striking that Pakistani pupils have a higher than average eligibility for free school meals yet achieve well at GCSE.

Black African, Black Caribbean, and pupils of any other Black background have results below average, except at Key Stage 1 where Black Caribbean pupils have results close to the Harrow average in writing and reading and just a few points below in mathematics. There is some evidence of reduction in the gap at Key Stage 3, but little impact of this yet in the proportions of pupils gaining 5 or more A\*-C grades at Key Stage 4. It is noteworthy that Black African pupils have the highest eligibility for free school meals; it is average for Black Caribbean pupils. Differences are less pronounced for the proportion of pupils gaining 5 or more A\*-G grades and there is no significant difference in the proportions gaining 1 or more A\*-G grades at GCSE. In 2003 there is a 36 percentage point gap between the proportions of pupils achieving 5 or more A\*-C grades amongst Black Caribbean and Black African pupils, at 34%, and Indian pupils, at 70%; the Harrow average across all groups is 57.7%. Comparable data for 2004 is not yet available.

### **Evidence of Progress**

Ofsted inspections continue to identify that overall the quality of provision for SEN in schools is judged good or better. Significant work has taken place through professional development programmes and networks to support the development of SEN Co-ordinators (SENCOs) and teaching assistants in schools. A newly appointed advisory teacher for SEN has targeted work with schools where SEN is identified as requiring attention by Ofsted or where SENCOs are newly appointed.

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A substantial central and school- based programme continues to support teachers to address ethnic minority achievement, including workshops for parents and carers who develop greater confidence in supporting their child's learning.

The Education Psychology service continues to develop work on emotional literacy. A group of officers and special school representatives are developing the moderation of P scales for assessment.

1 high school has achieved the Secondary Quality Mark and 5 high schools are working towards the quality mark which provides a clear focus on identifying under-achieving groups and curriculum planning to meet their needs as an integral part of school improvement planning.

#### **Shortfall on Target**

The analysis of the Key Stage results is not yet available to evaluate progress towards the 2004 targets for the achievement of ethnic minority groups. There remain significant gaps between the performance of particular groups, often reflecting the national picture, and contributory factors are complex. Both the LEA and schools need to do further work to understand how best to counter this under-performance.

#### **What next for 2004-5**

Plans are set out in EDP2, and include involvement in

- the primary Behaviour and Attendance pilot project which will support schools seeking to enrich learning through a well developed social, emotional and behavioural curriculum;
- the primary EAL project and the further implementation of "Unlocking Potential at Key Stage 3" promoting good learning and teaching for all but particularly for those pupils with EAL.

Schools have been asked to produce their own individual Race Equality Scheme which should reinforce the management of equalities in schools.

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### **URBAN LIVING**

#### **Service: Cemeteries and Crematoria**

The Council's published Race Equality Scheme sets out a three-year priority plan to meet the general provisions of the amended Race Relations Act. Burials have been identified as an area where there may be an inequality of provision within Cemetery Rules and legislation.

Benchmarking and consultation has been completed for Cemeteries and expanded in 2004/05 to include Crematoria.

The Council's longer-term provision of bereavement services (Crematorium and Cemeteries) will need to be the subject of a comprehensive review commencing no later than 2007/08. Cemetery capacity including additional provision to be developed at Little Oxhey Lane will be fully subscribed by 2012/13

Current work is being carried to consider options towards undertaking Saturday burials in cemeteries; consultation has been carried out with Muslim representatives. This exercise will be completed by September .

#### **Breakspear Crematorium**

To enable a comprehensive understanding of customer needs at Breakspear Crematorium to be obtained consultation meetings have been undertaken with:-

Temple elders

Christian Clergy

Funeral Directors representing a variety of local communities

London Association of Funeral Directors

Managers of Neighbouring Crematoria

All consultees agree that the Crematorium grounds and environment were maintained to a consistently high standard and these have been improved over recent years. However customers are clear about the need for maintenance to be subject to continuous improvement.

The Crematorium grounds are open every day of the year and cremations are available Mon - Fri. There is a feedback from consultees indicating the need for a weekend cremation service. It is likely that there would be good uptake of this service were it introduced. However it is thought likely that operation of this take-up would simply shift existing weekday business to weekend without any significant increase in volume. Joint discussion with the Crematorium management has agreed a feasibility trial to commence 2<sup>nd</sup> July to determine uptake and operational issues. The feasibility trial will cover a six-week period and extend operations to provide cremation activity on Saturdays. A joint report and feedback from the feasibility study will be available for joint decision. The report will detail probable volumes, costing and pricing levels. The service will

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be at an additional cost and part of the study will be to ascertain the full cost implications.

A covered area where mourners could pay their extended respects to the family has been clearly identified as an essential development. This is especially important in situations where there are large numbers of mourners.

Relatives and friends attending the service can travel long distances and welfare facilities would be of assistance to mourners. The expectation is that refreshments, showers and washing/changing facilities will be provided.

Admittance and access to the crematory area to view the charging of the coffin is permitted, but is restricted to a maximum of six persons for safety reasons and customers have limited viewing. The need has been identified to facilitate safe viewing for a larger number of people

The car parking capacity was designed 45 years ago and did not take account of the increase in car ownership and greater population mobility. Lack of parking is having an impact on the ability of the service to function due to the Crematorium grounds becoming grid locked. Additional parking would ease the inconvenience on mourners. Consultees view car parking as a significant issue of concern with a request this is addressed as a priority.

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### **Urban Living CCTV**

The Harrow CCTV System comprises 143 cameras located within Harrow Town centre, Wealdstone and along Station Road. Further cameras are located at Roxborough Bridge, Byron Recreation Ground and various car parks.

Apart from car parks, the system is monitored from the control room located at the Civic Centre.

All operators are qualified to BTEC standard in all aspects of control room operation. Part of the course covers race awareness, including topics such as differing body language associated with all races and cultural backgrounds.

In accordance with the Code of Practice, all images are recorded onto tape, and retained for 31 days unless a request is made by the Police or other approved parties.

All incidents observed are recorded within a log noting the race category of individuals involved i.e. IC1, IC2 etc.

In order to safeguard against a possible distortion of the usage of cctv, data held within the incident log is analysed each quarter. This analysis enables a summary of all incidents and race categories involved.

Further analysis is made of the source of each incident i.e. control room, Police or retailers security staff.

Additionally, random checks are carried out monthly. The CCTV Supervisor, who reviews tapes in order to detect misuse of cameras, normally makes these checks.

This misuse may include targeting of particular ethnic categories or persistent and unwarranted observation of individuals.

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**Department: Urban Living**  
**Service: Housing**

### **Function/Policy (including aims): Homelessness Strategy**

Homelessness Strategy including applications – To provide a strategy by July 2003 for the prevention of homelessness and provision of solutions to homeless people in the borough through availability of different options such as Finders Fee, mediation, Fresh Start scheme, Sanctuary Project for victims of domestic violence etc.

Action and timetable plan to reduce adverse impact:

Provide more information in reception area and in appointment letters, asking for prior notification of requirements, by June 2003 –**Year 2- Completed – pre-translated and Clear English documents available in reception. Year 3- This is ongoing**

Investigate translation requirements to identify new communities where interpretation needs may be higher than existing communities within the borough, particularly relating to refugee and asylum seekers – due to complete corporately by end April 2003 Language line interpretation facilities covers all languages requested. Analysis carried out of main languages requested and key information has been pre-translated. **Year 3- Language line interpretation facilities still used. January 2005, an Informal Interpreters list was developed. This is a list of in house staff who can speak, read or write various languages.**

Investigate provision of corporate specialist interpretation service (through links with First Contact Best Value Review recommendations) Awaiting corporate lead

Pre-translate key documents in accordance with requirements and ensure ongoing monitoring of service users to identify trends in language requirements (after corporate report on translation requirements is available) **Year 2-Complete – see above, and language and interpretation requests continue to be monitored. Year 3- Translation services offered in all key documents and in all newsletters advertising translation, large print, Braille and tape version English. Translation requests list updated and monitored to identify gaps in translated material and resources required for additional translations. Plain language reviews in key documents.**

Develop training programme for front line staff dealing with homelessness on equalities issues, particularly around the needs of refugees / asylum seekers and those requiring interpretation facilities (as part of Your Home, Your Needs Best Value Review improvement action plan. General equalities issues are already included as part of Induction Programme for Housing) .Equalities training for front line staff planned as part of 2004/05 training plan. A number of front line staff have also completed IDeA Serving Disabled Customers workbook. **Year 3-ongoing training for front line staff on vulnerable groups within the community**

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**Department: Housing Services**

**Service: Housing**

**Function/Policy (including aims): Locata** – to provide a choice based allocations approach for housing applicants, in partnership with other west London boroughs and Registered Social Landlords.

Action and timetable plan to reduce adverse impact:

Locata is a pilot scheme and as such is being modified constantly to take account of information arising from monitoring and consultation. Measures will be put in place to mitigate any adverse impact of Locata, if there are found to be any, following the review that is due for November 2003.

**Year 2- Review completed by ODPM in February 2004.**

Locata Operations Group has identified, through a series of workshops, surveys and consultation with stakeholders and service users, the need to improve Locata Home magazine. The layout has been improved to make it easier to read. Further research is being undertaken to address accessibility issues for people with visual impairments. In addition, Scheme User Guides are to be produced for people with visual and hearing impairments and for people with learning disabilities.

**Special scheme guides are available in large print and have been developed in a signed and spoken DVD for the blind and deaf. This was completed in April 2005 and will be available on the web by winter 2005. A large format free sheet with choices of sizes on the web for the visually impaired is being developed for 2005. A Learning Difficulties Makaton version of the scheme guide was produced in September 2004.**

A conference is being organised in Hillingdon, due to take place in October 2004, to which BME and support organisations will be invited to discuss specific issues around Locata and its accessibility to ethnic and vulnerable groups. **This conference has not taken place yet, but has been rescheduled for Autumn 2005.**

The Operations group is also working with partners to improve monitoring of ethnicity and vulnerability data.

**Harrow continues to monitor the ethnicity and vulnerability of Locata users. Regular reports are available from Locata that match allocations to ethnicity monitoring. This enables Harrow to map and identify any specific issues regarding ethnicity or vulnerability.**

**In addition, further research has been commissioned on the effects of choice. This study will be conducted by de Montfort University and should be completed by April 2005. This research has been conducted and a report is due shortly.**

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**Department: Housing Services**  
**Service: Housing**

**Function/Policy (including aims):**

**Racial Harassment Policy** – to review and update the existing policy in accordance with the Race Relations (Amendment ) Act 2000 and McPherson recommendations, to provide a clear statement of intent to demonstrate our commitment to tackling racial harassment.

Action and timetable plan to reduce adverse impact:

Revised racial harassment policy adopted. Details included in revised Tenants' and Lessees' Handbooks, distributed March 2004. Translated, large print and Braille versions are also available on request, although the handbooks have been pre-translated into the two most popularly requested languages. Year 3 Update: Racial Harassment policy is currently being reviewed and updated

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### **PEOPLE FIRST COMMUNITY CARE**

#### **Function and aim: Services for Older People -**

Provide culturally appropriate meals to disabled/older people to assist them in living independently in their own home

Key Objective:

- 1.Reduce the current waiting time held on the Asian meals on wheels waiting list
- 2.Consider extending the choice of meals to other minority groups in particular the Asian Muslim Community and African and Black Caribbean communities resident in Harrow.

**Progress update** on Action Plan identified to reduce adverse impact:

**Nothing further to report. A Progress Report covering this service has been produced by Catering services, Urban Living, in 2004/5**

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### **PEOPLE FIRST**

#### **CHILDREN AND FAMILIES Children in Need**

##### **Function**

**The Children in Need** function encompasses the Local Authority's duty under the 1989 Children Act to identify children in need of support or safeguarding.

**Progress update** on Action Plan identified to assess and reduce adverse impact:

The management action plan arising from review has been incorporated into the new Children's Services developing service-planning process.

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### **Progress Report for Year 2 Priorities**

**Department: Business Connections**

**Service: Grants to Voluntary Sector/Education Lettings Service**

**Function/Policy (including aims): Strategic Review of Support to Voluntary Sector**

A review of the support provided by the Council to the public sector is currently underway.

The aim of this review is to establish a strategic framework for future funding that:

- Encompasses a council-wide approach to supporting the voluntary sector
- Simplifies administrative processes and establishes common criteria for different types of support
- Has maximum impact and represents best value
- Delivers Harrow Council's policy and grants priorities

### **UPDATE**

The Review went to Cabinet in October 2004, which approved its recommendations. New criteria were adapted and new forms are now in use. These forms allow for monitoring to take place, and a monitoring exercise will take place once the new process has been operating for a year.

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### **Progress Report for Year 2 Priorities**

#### **Department: Organisational Development Function/Policy: Recruitment And Selection**

The recruitment and selection policy was identified as a priority for 2003/04. The current policy has been in place since 1998 and a review is underway. Work on this review started in 2003.

#### **Update**

An Asian Applicants Review Group investigated apparent adverse impact and reported to the Employee Consultative Committee in September 2004 – ECF agreed that its recommendations should be implemented.

A revised policy has been drafted and is undergoing consultation. A series of meetings has been arranged with stakeholders to develop a recruitment and selection toolkit for managers to accompany the policy.

All current monitoring systems will remain in place, to identify whether the changes in policy affect the Councils performance in the relevant areas.

In the past year The Council has outsourced its advertisement and response-handling function. The new response handling arrangements have improved facilities for capturing equal opportunity monitoring data.

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**Progress Report for Year 2 Priorities**

**Department: Organisational Development**

**Function/Policy: Community strategy**

**IMPROVEMENT PLAN**

<b>ISSUE IDENTIFIED</b>	<b>ACTION REQUIRED</b>	<b>LEAD OFFICER</b>	<b>TIMESCALE</b>	<b>2005 Update</b>
Involvement of people with a visual impairment in the delivery of the current Community Strategy for Harrow and the development of future editions	Develop action plan for participation with Middlesex Association for the Blind and other appropriate local agencies	Bindu Arjoon	Involvement in delivery to be confirmed by Summer 2004	A Community Cohesion reference Group and a Voluntary and Community Sector Forum has been developed to oversee the work of the HSP, including the implementation of the Community Strategy. The action plan is underpinned by 4 principles, including community cohesion, which although does not relate solely to race equality, does include it as one of its principles in building stronger communities locally.
Involvement of people with a learning disability in the delivery of the current Community Strategy for Harrow and the development of future editions	Develop action plan for participation with Harrow Mencap and other appropriate local agencies	Bindu Arjoon	Involvement in delivery to be confirmed by Summer 2004	As above.

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### **Progress Report for Year 2 Priorities**

**Department: Organisational Development**  
**Function/Policy: HR Strategy**

### **Introduction**

Assessment was undertaken in the light of development and introduction of the Council's HR Strategy (Strategy for People). The strategy was developed to support the Council's Community Strategy and Corporate Plan and establish valuing diversity and promoting equality of opportunity in employment and in the provision of excellent services as a key priority.

The strategy formed the over-arching framework for managing and developing people over the next 3 years. It formed the basis for key decision making on resource allocation and policy development on people management issues across the council.

### **Proposed Action**

Organisational Development continues to monitor the implementation of the strategy through Best Value reports and monitoring of information. These reports are made regularly to the Corporate Management Team and the council's Employee's Consultative Forum including the impact on minority groups.

The Strategy will be reviewed during 2005. The review will take into account the findings of the bi-annual staff survey, which will be undertaken in Nov 2005.

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#### **PEOPLE FIRST**

##### **Children Looked After**

#### **Sources of Evidence with reference to the Race Equality Scheme:**

The present management information systems are continually monitored to ensure that accurate and timely information on Children Looked After is captured.

Management information is used – by Corporate Parenting; Senior Managers; a multi professional strategic Life Chances for Children Looked After group; and the Performance Management Group - to inform practice, policies, improve performance and target individual and groups of children across Children's Services.

The development of Harrow's on line System and Technology (HOST) will ensure that management information will continue to be timely and demographic.

The Children in Need Census carried out in February 2005 further informed the demographic analysis of Children Looked After.

Harrow Council has implemented the guidance on the role of the Independent Reviewing Officers who have a responsibility to ensure that Care Planning takes all elements of the child into consideration. Funding has been agreed for an Independent Reviewing Officer who will review children with disabilities receiving respite care.

#### **Consultation:**

Harrow Council has a team of Participation Officers, two of which have specific responsibilities to Children Looked After. The Participation Officers run a group for Children Looked After who act as consultants to practice issues, leaflets and service development.

The participation of children in relation to their reviews is monitored systematically. The Participation Officers have an on going dialogue with Children Looked After about how they should be consulted and express their views, including the use of Viewpoint, advocates and Independent Visitors.

A User Feedback Group is looking at feedback from children, young people and their carer's from reviews, which will inform service delivery and practice issues.

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The Children with Disability Team has now been transferred to Enhanced Services within Children Services which co-ordinates services for children with special needs.

#### **Impact Assessment:**

An Impact Assessment for Children Looked After was not carried out due to resources issues.

A suggested area for a future Impact Assessment would be around a view from the Black and Ethnic Foster Carers that the assessment process may need changes to ensure that black and ethnic issues are adequately addressed. In addition it is suggested by some black and ethnic foster carer's that white foster carer's are consulted more frequently than themselves.

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#### **PEOPLE FIRST**

##### **Youth & Connexions Service**

#### **Actions under the Youth Service Plan for 2004/5 included:**

the identification of priority groups of young people based upon the communities from which they come, focusing on those communities which can experience the greatest exclusion and disadvantage;

the identification of priority groups based upon the risk factors faced by individuals or groups of young people;

developing projects which target minority groups to meet their needs for personal and social development and educational inclusion;

provision of a range of multicultural activities which promote diversity, equalities and understanding of different cultures;

continue to support for the Young Asian Women's Project to meet the health needs of the target group;

work with African and Caribbean Young Women in Harrow to develop and deliver innovative social education programmes that seek to optimise equality of access. To work with partner organisations and providers of health and social care in Harrow to improve access and take-up by Black Young Women.

continue to support voluntary and community organisations to deliver youth work with young people through the provision of advice, resources and opportunities for networking.

The following sets out how we have put this into effect:

1. We have identified priority groups of young people and the service is working directly with them.
2. We have identified priority groups of young people based upon the risk factor and the service is working directly with them.
3. Developing project which target minority groups to meet the needs for personal and social development.
4. We have achieved a range of multi-cultural activities which promotes diversity, equalities and understanding of different cultures.
5. We are supporting the work of Young Asian Women's Health Project
6. Due to the departure of the African & Caribbean Development Worker, this work has been picked up by another worker in the service who is specifically targeting this group of young people to develop a social education programme that optimises equality of access.
7. We have set up a support structure for voluntary and community organisations to deliver Youth Work to young people through the provision of advice, resources and opportunities for networking.

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### Progress Report for Year 2 Priorities PEOPLE FIRST Harrow Adult & Community Learning Service

#### Monitoring

Data on learner profiles in Adult & Community Learning is collected and analysed in order to inform future planning. The EDIMS (Equality & Diversity Impact Measures) data for 2003/4 is given below.

#### ACL learner profile 2003/4

Ethnic Minority Breakdown	ACL profile	Borough Profile
Total %		
Bangladeshi	0.7	0.5
Black African	2.5	2.7
Black Caribbean	2.5	3.0
Black Other	0.6	0.4
Chinese	1.3	2.6
Indian	23.0	21.9
Pakistani	2.2	2.1
White	47.4	58.8
Other Asian	3.6	5.2
Other/mixed	9.3	2.8
Not known	6.9	N/a
% disability	13.0	

In order to improve the ability of the ACL Service to translate Equality & Diversity information and policies into practice, consultancy support was commissioned from ECOTEC to review the policies of Harrow ACL and those of sub-contractors and to propose future actions to remedy any weaknesses. The final Action Plan has not yet been received but its recommendations will be incorporated into the ACL 3-Year Development Plan.

#### Proposed Actions

These include:

- Developing the ACL REACH web-site so that promotion of race equality is highlighted as much as disability awareness
- Using data analysis in better detail to measure impact and to highlight the extent of inequality in certain curriculum areas across different groups of learners
- Collecting data on staff profile
- Ensuring contracting arrangements reflect the need for providers to engage learners from specific groups

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### **Progress Report for Year 2 Priorities**

#### **PEOPLE FIRST Governor Services**

The Year 2 Report indicated that data to support its monitoring and consultation measures was yet to be collected. This has now been done:

The process of collecting monitoring information was agreed as an outcome of Lifelong Learning Scrutiny in 2004.

All new governors are requested to complete a form that collects equal opportunities monitoring information. The same request has been made of all existing governors. There are 906 governor posts in Harrow, 700 of which are currently filled. 206 governors (29% of filled posts) have completed the monitoring form. Of those completing the form, 70% have identified themselves as White (UK), 9% as Indian, 6% White Irish, 3% as Asian (Other) and 3% Black (Caribbean).

The return rate of ethnicity monitoring data is high amongst new governors, but less so for existing governors. The database is increasing steadily through periodic requests to all governors to complete the monitoring forms.

Collected, though incomplete, data suggests that the ethnicity profile of governors is not in line with that of the population in general, although closer to the ethnicity profile of the eligible and target population.

This will continue to be addressed.

Strategies of encourage individuals from ethnic groups to take up governor roles are being implemented.

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#### **People First Learning Disability Services**

The Learning Disabilities Partnership Board were successful in obtaining funding from the Carers Grant for a Carers Outreach Worker for Black and Ethnic Minority Communities.

This project began in November 2004 and is funded until March 2006. This project has succeeded in contacting 85 carers to help with information, advice and support. In addition 16 carers have been referred to the Learning Disability Team for Carers Assessments and most of these have been completed or are under way.

The team will continue to assess carers of people with learning disabilities and review those who have already received carer's assessments. A regular liaison with Carers Workers continues via team meetings, visits etc.

A report based on the work of the Carers Outreach Project and HLDT Carers Assessments will go to the June Partnership Board. This will address the issue of take up of Carers Assessments by carers from black and ethnic minority groups.

Three members of HLDT attended the Carers Workshop on 14 April 2005 and this annual event has proved successful in raising carers issues and in helping carers to influence ways of working by health and social care professionals in HLDT. New members of staff at HLDT are briefed by managers on Carers Assessments and as part of their induction meet with Carers Outreach worker and Carers Centre workers.

Managers from HLDT review complaints about Learning Disability services on a 3 monthly basis. This has led to more emphasis on providing Direct Payments to help service users and carers to develop their own day activity to take account of cultural, religious and dietary needs.

Feedback from carers has also led to an increased use of Supported Living projects rather than traditional residential care.

## **London Borough of Harrow - Race Equality Scheme 2002-2005**

Progress Report for Year 2 Priorities

**Department: People First**

**Service: Brent & Harrow Work Experience Consortium**

The function of BHCW is to promote the value of work experience and support High Schools in Harrow when implementing work experience programmes. This is done at a number of levels, finding and carrying out the administration arrangements of suitable placements carrying out appropriate approval checks on schools own –found placements where schools wish to approve their own placements, ensuring that schools have access to training and support to meet relevant legislation requirements.

The service supports the Borough Policy for work experience and LEA and School policies for equality to ensure that all students have a productive and worthwhile learning experience in the world of work.

The Borough Work Experience policy states” Every placement planned for and arranged should comply with current legislations... Equal Opportunity, Racial Discrimination, Disability Discrimination and the Children’s Act.”

The approval of placements requires on-site visits to employers prior to students being placed for the first time and a continued monitoring process of employers is carried out in a planned manner. Notes of approval and monitoring visits are made and a database maintained.

Schools support the preparation and information exchange on students with BHCW so that placements are arranged to support the potential of the students to succeed.

Planning and debriefing meeting notes with schools pre and post the work experience placement programme will identify if there are any issues for concern to be handled by BHCW.

Teacher visits to students on placement –records which are passed to the School Co-ordinator and BHCW for action if issues arise

Employer reports to BHCW on all incidents are kept

School and BHCW Hotlines to support students whilst on placement take notes on issues that need to be resolved.

Student application forms for work experience log their ethnicity, if they chose to give the data

Student debriefing reports are also inspected by the schools and referred to BHCW if there is a concern.

## **London Borough of Harrow - Race Equality Scheme 2002-2005**

### Progress Report for Year 2 Priorities

BHWC operational policy states that immediate Incident investigation and action has to be taken if a report is made.

The information is analysed annually and improvements planned in consultation with the Service Users

The Steering Group which monitors BHWC also acts with a monitoring function on the organisation.

Learning and Skills Council: London West also has a monitoring role on the performance and execution of the work carried out by BHWC.

Consultation with Service Users is carried out to ascertain improvements and to plan for them - this is carried out 3 times a year

#### **Update:**

We now monitor placements - this includes gender and ethnicity (last year we reported the exception that ethnic minority monitoring was not possible)- this has been fixed. There are 3 consultations with stakeholders a year. No evidence of adverse impact on ethnic groups has been identified.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

**Department: Urban Living**

**Service: Sports Strategy & Partnership Unit**

**Function/Policy (including aims):**

**Promotion of sport & leisure activities/ Cultural Strategy**

The year 2 report gave the following information:

All of the borough's "Sports & Leisure" provisions have been amalgamated with Urban Living Directorate. The sports strategy and partnership unit was formed in April 2004 with the following Key objectives

- Promote sports equity for all
- Provide equal access to services provided either internally or commissioned externally
- Create pathways for all to participate in sport through life long learning experiences
- Provide activities aimed at improving the health and well being of residents and visitors

The unit will develop closer relationships within the Council to assist in the delivery of the Council's strategic objectives for sport and leisure,

#### **Update:**

In August 2004 Strategic Leisure Limited was appointed to undertake a PPG17 compliant assessment of open space, sport and recreational facilities. As part of this study a comprehensive consultation process was completed, which involved face-to-face interviews and focus groups with hard to reach groups such as BME.

The results of this consultation process were then considered alongside the borough's current supply of facilities. Deficiencies and cultural issues were highlighted and presented to Council in May 2005 via a Draft Sport, Recreation and Open Space Strategy.

The Sport and Leisure Strategist is now currently extracting the findings from the study into a framework, which will

The Sport and Leisure Strategist is currently extracting data from the studies report and the raw data to draw together conclusions, analysis and actions to identify what provision gaps exist and how Council can effectively impact on the total participation rates of Harrow's residents including BME groups. Each category assessed in the report will have an individual strategy associated with it, to be incorporated into the Interim Sport and Leisure Strategy. These strategies will highlight where adverse impact on ethnic groups has been identified and recommend how these can be minimised. The Interim Strategy will be presented to Cabinet in July and then incorporated within the relevant department service plans and budget processes.

The Interim Sports and Leisure Strategy will be produced and approved by the end of July 2005. The Interim Strategy will include time bound key actions.

PPG17 and the Audit Commission require active community participation both before and during the production of a strategy document. Therefore after Cabinet has adopted the Interim Sport and Leisure Strategy, there will be an extensive community and stakeholder involvement to produce a wider community-owned Sport and Leisure Strategy. This process is expected to last for around 8 months.

## Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

### Year 3 Update on Year 2 Priorities

#### Service: Parks and Open Spaces

Inputs	Outputs	Target Date	Progress	Comments
Physical Audit and Graphical Mapping (Supply)	Complete supply audit on public, private, education institutes and voluntary sport, leisure and open space provision in the Borough and the peripheral adjoining areas of neighbouring local authorities.	December - 04	Complete	Comprehensive report identifies quality and demand deficiencies
Focus Assessment including “Hard to Reach” Groups	Consultation with residents and visitors of Harrow Borough to determine their requirements and issues with the current and future provision of leisure, sport and open space in the Borough. Particular attention made to target “hard to reach” groups, elderly, youth, ethnic minority groups and disabled.	February - 05	Focus assessment is complete, draft report distributed	Consultation has been extensive including, exit surveys, postal, telephone, doorstep questionnaires, focus and challenge groups. Before looking at what level of service to offer a group of people it must first be determined if that group actually want or need that particular service
Sports Clubs and Schools Assessment	Sports clubs and schools are essential providers and users of leisure facilities in Harrow. A sports club and school survey will be undertaken for every sports club and school in Harrow. Individual facilitated groups with school pupils will also be held at each secondary school.	February - 05	Provision assessment complete	There is limited land currently available for burial, current provision can not be extended further in terms of operation.
Park Signs	Park signs now include pictorial icons to indicate facilities in the park and highlight bylaw issues	October - 05	Artwork and fabrication for $\frac{1}{3}$ of major parks is complete	Programme on target for completion October - 05

## Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard

### Year 3 Update on Year 2 Priorities

Sport and Leisure Strategy	In March 2005 the results of this project will be combined to produce a draft Sport and Leisure Strategy for Harrow. In addition relevant sections of the report which relate to equality issues will be reported back and only specific areas of impact of identified	July - 05	Draft report distributed to Officer for comment	The final report is programmed for publication in May - 05
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# **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

## **Year 3 Update on Year 2 Priorities**

**Department: Urban Living – Area Services**

**Function/Policy: Parking Enforcement Operations**

### **Introduction:**

The results of an Impact Assessment and an Action Plan for Parking Enforcement were reported in 2004. The report considered complaints against parking attendants and they had been analysed according to the nature of the complaint, including the alleged use of racial or sexual language, or racial or sexual discrimination.

### **Conclusion:**

The overall number of complaints is relatively low and the proportion alleging any form of discrimination is small. The previous report showed that 9 out of 133 complaints made in the period between July 2003 and April 2004 alleged any form of discrimination and none of those were been substantiated, indicating no adverse impact in relation to race equality. (N.B. in fact the period should have been shown as July 2002 to April 2004). Monitoring of complaints from April 2004 to date shows that a total of a further 16 complaints have been received, of which 3 alleged some form of discrimination and none have been substantiated.

Although the number identified in the report was low, however, it was considered that measures could be taken to reduce the potential for conflict between staff and service users in what is essentially a difficult service area.

### **Progress on the Action Plan**

The action was to introduce specific training in 2004/05 for Parking Attendants on equalities issues and inter-personal skills in order to improve customer service and minimise conflict, thereby reducing complaints. Similar monitoring and training was also to be extended to Ticket Processing Office staff.

Following the previous report additional emphasis was to customer service and equalities issues in the training of new parking attendants and awareness has been raised in the daily briefings that parking attendants have. This is likely to have contributed to the reduction in overall complaints since April 2004.

In addition, all staff in Parking Services attended training courses in March and April 2005, consisting of 3 modules comprising: Responding to the Needs of Customers; Communicating Effectively with Customers; and, Working Together. The outcome is a set of Best Practice Standards to which every individual committed himself or herself.

Complaints will continue to be monitored and analysed and the implementation and success of the training will be monitored at individual level and at team level through regular team meetings. In addition a further workshop is being planned for about 3 months time to review the effect of the training and identify any further development needs and it is intended to introduce a programme of regular in-house reviews and refreshers.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

**Department: Urban Living**

**Service: CSMS – Catering & Meals on Wheels**

**Function/Policy (including aims):**

To support People First Executive Directorate (Community Care, Children Services and Learning and Community Development) by Providing Home to School and Home to Day Centre Transport for Children and Adults with Special Needs

To provide efficient and cost effective services within the expected levels of defined quality.

**Please note that a full progress report has been submitted for 2004/5 as part of the report on Urban living Support Services.**

We have historically identified a need for staff, to be able to speak languages other than English on our Asian Meals on Wheels Service.

There has also been the introduction of a Frozen Asian meals service to meet with any additional requirements that the Hot service can't meet.

The services we provide do not have an impact adversely on our service users.

During the national Meals on Wheels week in Nov 2004 we gained local press coverage on the MOW service. The satisfaction rating was 90% with 7% not responding to the question and 3% wanting more likes and dislikes taken into account. (The service is not bespoke)

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

**Department: Urban Living**

**Service: Community Safety Services**

**Function/Policy (including aims): Private Sector Housing Enforcement**

The Private Sector Housing Enforcement Team is responsible for improving conditions in the private rented sector and enforces the standards laid down in housing legislation, Government guidance, circulars and codes of practice. This sector comprises 10% of the housing stock within the Borough including Housing Association stock as well as private rented flats, houses, bedsits and other Houses in Multiple Occupation (HMOs).

The Team tackles houses that are unfit, or in serious disrepair, as well as HMOs that have inadequate fire precautions, lack basic amenities (baths, wash hand basins, toilets) and are poorly managed. As well as enforcing standards, the Team has become increasingly involved in raising awareness and offering advice to landlords and tenants. This equates to approximately 85% of total housing stock.

The Team has responsibility for inspecting bed and breakfast hotels which are used for temporarily housing the homeless/those awaiting Council/housing association accommodation. The hotels are inspected and rated in accordance with the London-wide Bed and Breakfast Information Exchange (BABIE) Standards. This is done with the aim of ensuring consistency in standards provided and is a means to ensure only the best accommodation is used. These properties are also inspected as part of the registration scheme.

The Officers of this Section also visit premises to assess the occupancy levels to advise British High Commissions in other countries, where the owner/occupier is seeking to invite members of his/her family on a permanent or temporary basis. As this is a non-statutory service a fee was introduced last year.

The private sector housing element of the 'Your Home Your Needs' best value review has been used as the main vehicle for developing the Private Sector Housing Renewal Strategy within the framework of the Regulatory Reform Order (July 2002) and the resultant improvement plan.

### **UPDATE**

A Private Sector Housing Conditions and Housing Needs Survey will be undertaken in 2005/6 to provide a direct measure of housing need and BME occupation which will provide a categorical position statement in this respect.

The Housing Needs Survey 2000 is being updated to reflect Census 2001 and recent house price data. A new survey is planned for 2005 to inform the Harrow Housing Strategy.

A new Private Sector House Condition Survey will be undertaken in 2005, which will include an assessment of housing needs related to the stock condition. This will be supplemented by information from the mapping of private rented sector homes.

In order to better inform the needs assessment we will undertake additional information gathering and predictive work through the mapping of House Condition and Needs Survey results, Supporting People, Harrow Strategic Partnership and Community Strategy activities. This will be undertaken by the wider Housing Services Group/Housing Strategy group.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

This will include mapping of:

Local Demographics  
Private Sector Stock Condition  
Crime and anti-social behaviour  
Housing Need and Demand  
Empty Properties  
Current service demand/experience  
Health and Social Care (?)  
Wealth and Poverty Streams  
BME communities including asylum seekers and refugees

The Private Sector Enforcement Service operates a highly effective HMO Registration Scheme, which will become a statutory requirement in 2005 under the Housing Act 2004. The key improvement for the service is to develop and implement an enforcement strategy for non registering HMO Landlords and the private rented sector to ensure that action is taken on a risk assessed basis in accordance with the new legislation.

This will be supported by improvements to the way access to the service is monitored during 2005/06, which will enable better monitoring reports to be available at year end. A further impact assessment will be undertaken once these reports are available.

The exact process for this monitoring process is not yet identified but will be applied equally to all services offered by the Community Safety Service.

### **Forthcoming Challenges**

The new Housing Bill proposes changes for 2004 will have a major impact on the service. The main challenges are:

The replacement of the existing fitness standard with the Housing Health and safety Rating System as a basis for enforcement;

The introduction of additional control provisions in relation-management orders;

The introduction of a mandatory national licensing scheme will act as an impetus for reviewing our current registration scheme thus ensuring that we will be in a position to actively enforce the scheme

The Council is committed to an educational and advisory role with local landlords and housing providers. This divides into a number of areas:-

Participating in the joint departmental annual Landlords' Forum to advise them of legislative requirements, changes in legislation, offer advice, etc.

The provision of advisory leaflets and a video on relevant housing, safety and standards matters.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

The provision of advice by inspectors to prospective housing providers not only at the planning stage, but also prior to purchase of prospective properties, where requested.

The monitoring and assessment undertaken within 2004/05 has not identified any adverse impact using the evidence available with regard to service provision. The action plans will be monitored throughout the year and any adverse impact identified or variation from the action plan reported at that time.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

**Department: Urban Living**  
**Service: Housing Services**

**Function/Policy (including aims): Private sector housing renewal grants** policy and empty property strategy, aiming to provide a range of discretionary grants and mandatory disabled facilities grants to enable older owner occupiers, vulnerable and disabled residents to remain in their own home, alleviate fuel poverty, increase energy efficiency, reduce fear of crime, assist in neighbourhood renewal and reduce the number of long term empty properties.

The private sector housing element of the 'Your Home Your Needs' best value review has been used as the main vehicle for developing the Private Sector Housing Renewal Policy within the framework of the Regulatory Reform Order (July 2002).

#### **Update:**

Grant take up and user satisfaction will be monitored by age and disability, starting from April 2004, to enable more meaningful reports to be produced at year end. **This is ongoing**

Improvements will be made to the way Staying Put, the Home Improvement Agency, is monitored during 2004/05, which will enable better monitoring reports to be available at year end. A further impact assessment will be undertaken once these reports are available. This is on-going in 2005/06. The reports detail not only work completed during the year, but the through-put of work-in-progress in the same period. Combined with the migration to new monitoring software, this will allow for monitoring of different groups within the community at all stages of grant application and work.

**In October 2005 a new computer system will be installed. This will improve monitoring reports further by ensuring that ethnicity breakdown is clearer.**

**Ongoing investigations to improvements to monitoring, by identifying best practice by other local authorities.**

The Authority has signed up to the Home Improvement Trust Equity Release Scheme, which is currently aimed at older homeowners and those under the age of 60 with disabilities. This scheme assists in accessing finance to undertake necessary works in the knowledge that their home is not at risk from repossession and they will be helped through the process. The Trust is currently working with an Islamic lender, the objective of which is to establish an equity release loan that is appropriate to people of Islamic faith. The Authority continues to be a member of the Home Improvement Trust Equity Release Scheme (HouseProud). Work is ongoing with regards to equity release loans and people of Islamic faith.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

**Department: Urban Living**

**Service: Trading Standards (operated under an SLA provided through L.B Brent)**

#### **Function/Policy (including aims):**

**The Trading Standards service** is unique in London operating as a consortium partnership under a formal Service level Agreement. It is a front line service with Brent and Harrow working together on a consortium basis with both authorities having joint responsibility, with the staff employed by Brent. The service carries out the statutory obligation placed on the two authorities to enforce over 45 different pieces of consumer protection legislation, numerous EC Directives, subordinate legislation, codes of practice and guidelines. The service also gives civil advice.

The overall aim of the service is 'to ensure a safe, fair and equitable trading environment exists for consumers and commerce alike.' This aim will be achieved by enforcement of the legislation assigned to the service. Carried out with due regard to our policy statement and within the terms of our overall objectives.

**As the management and provision of the service is delegated to the Director of Trading Standards at Brent** on behalf of Harrow the whole consortium service has been assessed under the Brent equalities scheme. The policy statement and action plan is included in the annual service plan and published in hard copy and via the web.

#### **Update:**

The objectives for 2004/05/06 are separately identified in the Equal opportunities Statement and the attached Trading Standards Equalities & disabilities Action Plan published through the above site.

The monitoring and assessment undertaken within 2004/05 has not identified any adverse impact using the evidence available with regard to service provision. The action plans will be monitored throughout the year and any adverse impact identified or variation from the action plan reported at that time.

## **Harrow Council – Race Equality Scheme 2002-2005 and Equality Standard**

### **Year 3 Update on Year 2 Priorities**

**Department: Urban Living**  
**Service: Housing Services**

#### **Function/Policy (including aims):**

**Allocation of temporary accommodation**, the objectives of which are:

1. To ensure properties are suitable for letting prior to allocation
2. To ensure a person's individual needs are considered when allocating temporary accommodation
3. To aim to move people out of interim accommodation and into an assured shorthold tenancy (where a 6 month tenancy is offered initially, becoming a periodic tenancy until expiry of the lease on the property, usually 3 year lease) as soon as possible. This is in line with the Homelessness Strategy 2003.
4. To be proactive in finding move-on accommodation for households who have to leave their previous temporary accommodation due to the expiry of their lease.
5. To liaise effectively with our housing association partners, who manage all forms of temporary accommodation in the borough on behalf of the Council.

The function benefits homeless households, by offering more settled accommodation that is suitable to their needs, including any disabilities.

#### **Update:**

We will aim to set up a temporary housing tenants association, to increase satisfaction levels of households in temporary accommodation and provide a suitable forum for effectively contributing to and commenting on our homelessness policy, by March 2005. **Year 3- Continued surveys to test satisfaction of our customer services in temporary accommodation and finders fee service users- this take place every six months and is feedback to customers via Homeseekers news. Homeseekers News is used to collect feedback about Harrows services.**

Dependent on resources we aim to establish a mental health temporary accommodation hostel for clients during the vulnerability assessment process, by May 2005. **Year 3- An interagency protocol- A Mental Health & Housing in Partnership- has been developed for front line staff.**

Dependent on available resources, we aim to develop 30 units of supported accommodation for 16/17 year olds, by April 2005. **Year 3 update: 18 units to date from varying housing providers. Additional units from Stoneham Housing Association who provide supported housing schemes for the leaving care teams. These places are not being taken up so are offered to housing.**

Three new information leaflets, providing advice and support to households in temporary accommodation, will be produced by July 2004 and will be endorsed by the Plain Language Commission as meeting the Clear English Standard. Translations and other formats will be made available on request. **Year 3- Completed in 2004/2005.**