

Appendix 3 – Approach to engagement and who we heard from

What we did and what we heard

Overview of approach to engagement

We will put out a call for evidence, seeking people's views and hearing about their experiences through a variety of channels.

1. As the Commission is independent it will be up to the Chair to lead on agreeing the scope of the Commission and its terms of reference, including the themes for the engagement that will inform the Commission.
2. As set out in the Cabinet report through which the Commission was established, one of the roles of the Vice-Chair is to provide the link to the Council and to work with Members to ensure that they are able to contribute to the work of the Commission.
3. A general principle is that we will go to where people are rather than expecting them to come to us, but Covid is going to determine what we can and can't do. Though we could be in a position in a couple of months to organise some face-to-face sessions, this is difficult to plan for at the moment.
4. In the meantime, we are looking at what can we do online and the different ways to get people involved, including the use of videos – i.e. putting out a call of evidence via a video from the Chair on social media to which people can respond in the same way. We can then both produce an analysis of what people have said as part of the evidence for the Commission and put the filmed responses together into one piece that reflects the range of views, which can be used to generate more responses and as part of the final product from the Commission.
5. We are also looking at providing a way of writing in with responses to a survey, including through the use of pre-paid envelopes to make this easier.
6. The Community Engagement Team (CET) – Tan Afzal, Evelyn Gloyn and Kofi Nyamah - will help facilitate discussions, whether these are online or in person, using existing community networks and new networks that have emerged during the pandemic. The CET has had discussions with places of worship about facilitating discussions, for example, in a marquee outside a church when that is possible.

7. Proposals for involving young people

- We will work with youth services and schools to engage with young people through existing mechanisms, including via the school curriculum.
- We are developing a separate Youth Panel. There are two young people, Ami and Lawand, who are members of the main commission who will be co-chairs of the Ealing Race Equality Youth Panel. They are making a video for the Young Ealing website to explain and promote the opportunity to be involved.
- Young people will be able to email in their views, or they can send in videos through WhatsApp.

8. Role of councillors

We will look to councillors to

- raise awareness of the Commission and its work over the next 6 months
- promote how people can get involved
- bring evidence back to the Commission from their own discussions
- contribute key questions for the Commission to consider
- nominate people for discussions and evidence sessions

There will be separate meetings held to allow Members to contribute.

Conversations with Ealing's community

Conversations with young people took place at a local youth centre, a food hub and a local advice centre. We also worked with Ealing's youth workers who carried out interviews with young people on the commission's key themes. The same people have created a collection of podcasts devoted to hearing a young person's perspective on life today, part of the partnership between Bollo Youth Centre and SOAS radio (independent radio station based at School of Oriental and African Studies, University of London), found at [Bollo Speaks](#).

The Community Engagement Team facilitated discussions with local community groups such as GOSAD, we listened to their clients and the adults attending their weekly ESOL class. We

learnt about the challenge of accessing good quality housing, concerns about permanent school exclusions, and how difficult it is to navigate statutory systems when faced with digital and language barriers. They talked to us about the devastating impact the pandemic had on their ability to support their families and how losing their financial independence affected their mental health and physical well-being. We spoke with GOSAD's support workers, to learn about the gaps in accessing housing, welfare, educational and public health services and how they can be improved.

We visited The Store Cupboard in Hanwell, Ealing's first not-for-profit affordable food project, established by a group of volunteers that had earlier in the pandemic banded together to support people with food parcels and phone calls. Responding to the pandemic, they had set up a community shop offering affordable healthy and nutritious foods, for people who need temporary financial respite (up to 6 months). Volunteers explained how their client's circumstances were often very different and complex, to name a few, victims of domestic violence, large families on very low income, people experiencing unemployment for the first time, the self-employed who did not meet the criteria for furlough payments and parents struggling to feed children with multiple allergies and/or medical concerns.

At the Southall food hub we watched a line of people wrap around St John's church car park and outside onto the street. Every individual or family having been identified by a local charity, place of worship or health practice as financially struggling to access food. We heard from a diverse set of people, proud people dealing with the burden of continued financial uncertainty triggered by the pandemic and large increases in food and fuel prices. By cutting back on food shopping they were able to pay for other household bills. A community run food hub on their doorstep was supporting them through their financial crisis.

At Ealing Advice Service the staff shared statistical information showing the huge leap in the number of people recently unemployed, many from Black, Asian and Minority Ethnic (BAME) backgrounds, with no experience of navigating the welfare benefits system or

housing solutions. Some of these people had worked at Heathrow airport for many years but were now unable to secure new employment. We heard about the impact the pandemic has had on people's mental health.

At our visit to meet with the Southall Community Alliance we heard about the many nuances of supporting a local community disadvantaged by factors such as low wage economy, cash-in-hand economies, language barriers and undocumented people. A community that lacked representation or advocacy. The SCA placed great emphasis on the importance of maintaining the use of public assets for community use.

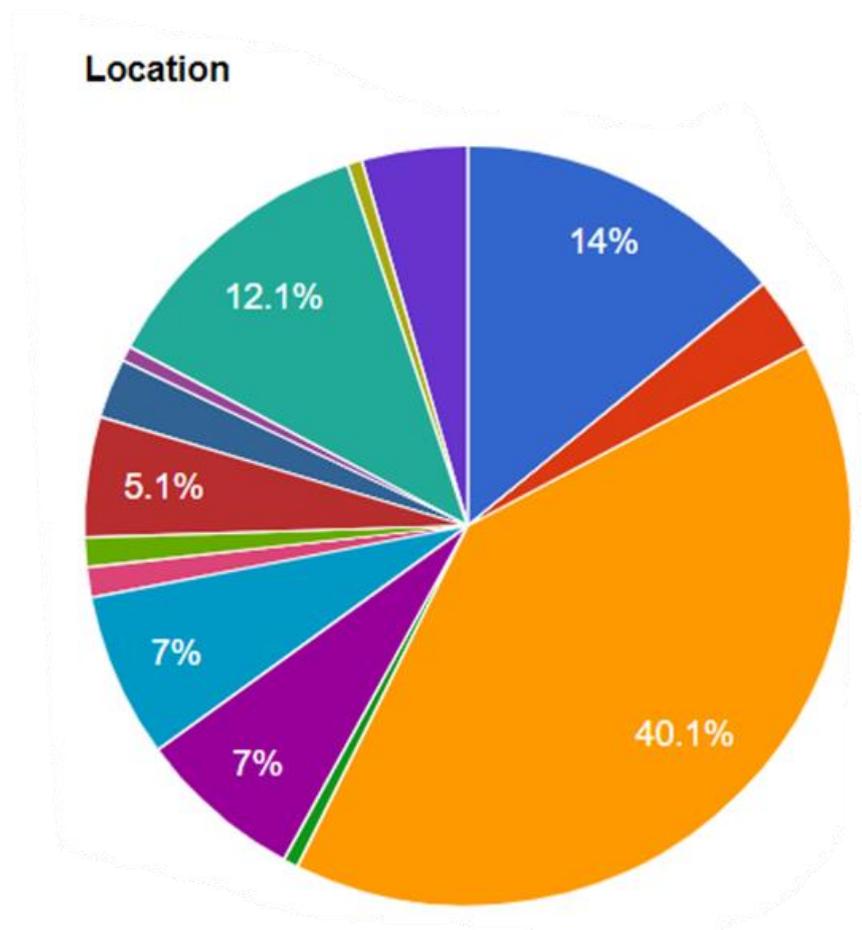
Who responded to the Race Equality Commission survey and what did they say?

The survey asked people to provide qualitative information about their experience of racism and inequality, there were more than 200 independent submissions made through the following channels:

- [DoSomethingGood](#) the council's communities' website hosting a web-based survey
- By telephone via the special 6100 number set up to host 1-2-1 phone interviews
- Emails to the raceequalitycommission@ealing.gov.uk mailbox

This does not include the many contributions we received through online meetings and the face-2face commissioner visits.

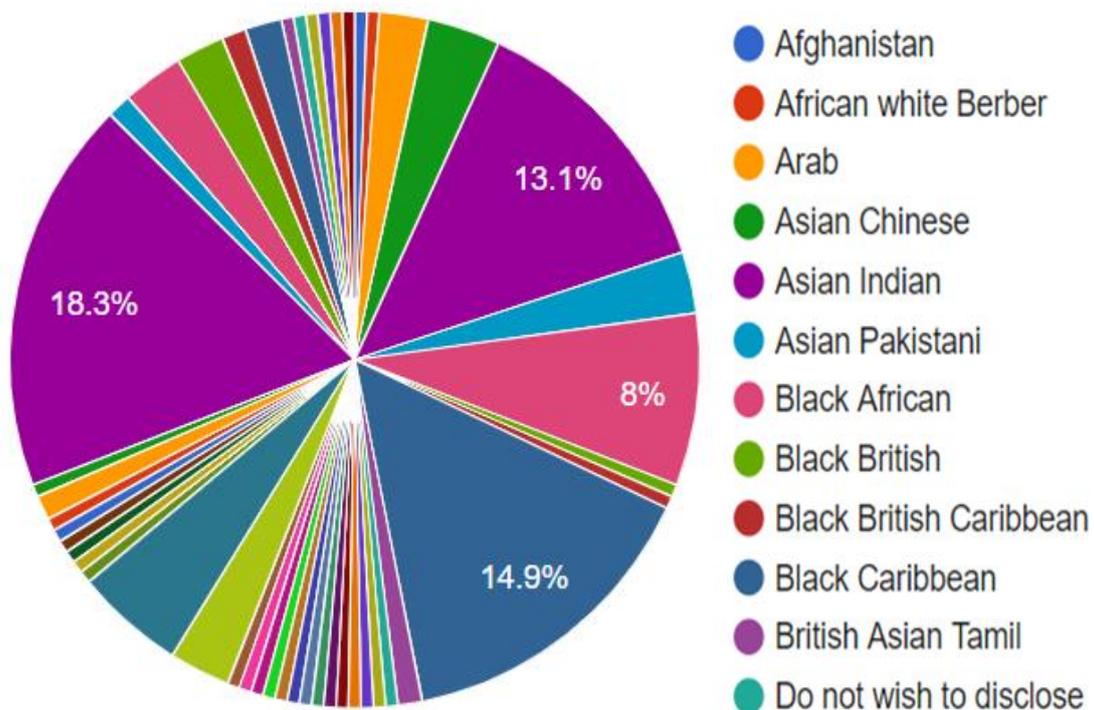
Where do the survey respondents live?



- Acton
- Chiswick
- Ealing
- Feltham
- Greenford
- Hanwell
- Harrow
- London
- Northolt
- Perivale
- Ruislip
- Wembley
- Southall
- West Ealing

What ethnicity did the survey respondents identify themselves as?

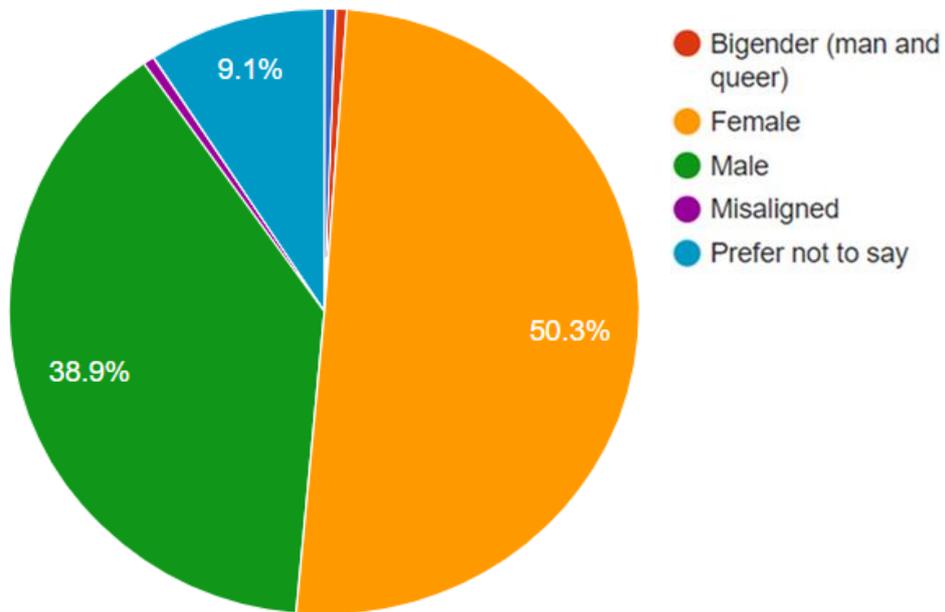
Ethnicity



- East African, sematic...
- European
- Guyanese Indian
- Hongkonger
- Humans
- I don't think ethnicity I...
- Italian
- Italian
- I'm black, son of a w...
- Japanese
- Latino
- London
- White Gypsy or Irish Traveller
- White Irish
- White Northern Irish or British
- White Scottish
- White Welsh
- White european (Fre...)
- Yorkshire
- bv
- polish
- prefer not to say
- vcx
- Mixed White and Asiar
- Mixed White and Bla...
- Mixed White and Bla...
- Mixed: Irish and egypt..
- NZL
- Persian (from Iran)
- Somali
- Sri Lankan
- Transsexual alien
- White
- White
- White English

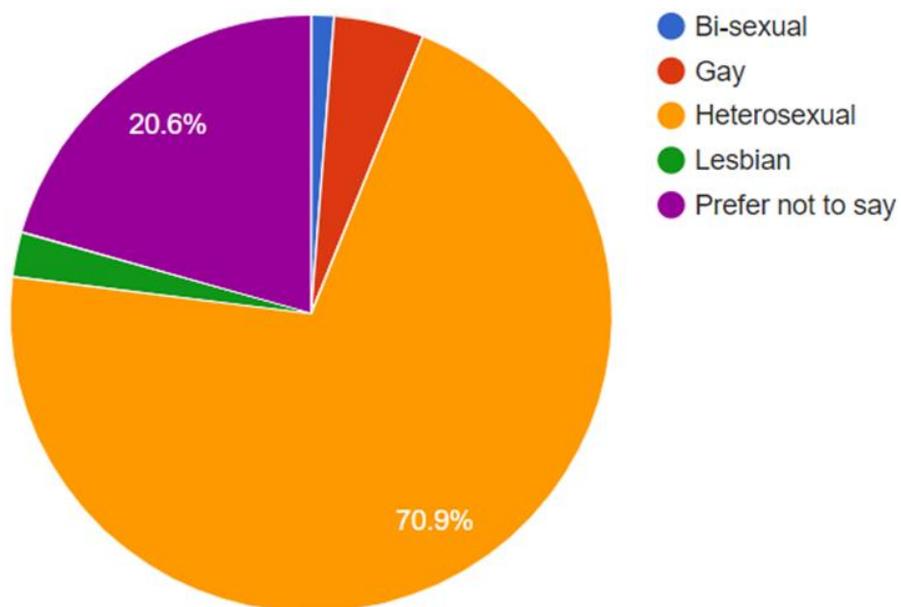
Gender of participants taking part in the Race Equality Commission survey, as described by each participant

Gender



Sexual-orientation of participants taking part in the Race Equality Commission, as described by each participant

Sexual-orientation



What did the survey participants say?

The survey opportunity was opened in March 2021 and close to 200 responses were received to the end of September 2021.

Primary analysis of the responses against the commission's themes:

EREC theme	No. of respondents mentioning theme	% of respondents mentioning theme
Crime and Justice	41	24
Education	56	33
Health	24	14
Housing	24	14
Income	19	11
Employment	71	41
Participation, decision-making and democracy	31	18

Observations

People's experiences were multifaceted, covering a range of the commission's themes.

There were also 8 responses picking up on issues relating to children and young people: racist comments and bullying occurring in schools, being stopped and searched, transracial adoption being undermined, lack of youth activities or community integration, lack of trust between races, management practices having adverse impacts on single working parent

Fifty-three (30%) replies that refer to intra-race microaggression/intra-community tension/black on white racism. Thirty respondents (17%) talked about experiences of how they had been unfairly treated by officers (in police and council and health services) of colour, that they make use of their status and abuse their power, treating people disrespectfully.

There have also been a high number of contacts (50 or 29%) with various statutory agencies for help, on all of the commission's themes where their concerns are marginalised, or they have received inadequate or poor customer experience.

Fifty-four people (31%) report negative impacts on their health or sense of self-worth, using words such as isolation and demoralisation or the longer-term fear of repercussions.

Thirty-nine people (23%) talked of lack of opportunity, lack of training and development, lack of recruitment or promotion opportunities, mainly relating to HR policies, not only with statutory agencies, but also businesses

Twenty-six people (15%) have noted feelings of neglect, being overlooked, not being consulted, feeling undervalued. There were comments referring to the lack of understanding, lack of heritage and lack of local historical context, that they are trying to explain constantly to people about what has happened to them, but feeling powerless to affect it, some people who have suffered these experiences struggle to understand why it was happening.

Some stories were very personal, deeply affecting the course of a person's life, and for others there has been no opportunity to talk about these experiences, they have just accepted that what has happened to them is outside their control. Some have found the opportunity to recall and talk about these painful experiences has been cathartic, their stories were very deep-rooted issues from the past, things that they have tried to forget and move on.

Twenty-three people (13%) reported racially motivated abuse or hate crime; conversely 5 people have noted that the situation has improved over the years.

There were 16 (9%) that do not believe race is an issue affecting inequality in this borough; some of these respondents put forward other factors that impact inequalities or discrimination

- social class
- lack of intercommunity activities
- better education for all
- parents modelling good behaviour and educational aspirations for their children to succeed
- take personal responsibility

- people needing to learn English, be interactive and respect the laws
- encourage people to be proud of who they are
- discourage cliches that affect recruitment practices
- change bias in news reporting
- stop using race as a political tactic to 'divide and rule'

Suggestions for change

There were 162 replies covering a range of solutions:

- penalising racist behaviour
- improving education on race and tolerance
- improving employment practices,
- providing physical space and opportunities for communities to come together to talk, to listen, to celebrate, to learn and respect other cultures and practices
- provide preventative solutions in different settings – schools, workplaces, businesses, communities.
- The need for monitoring was also mentioned frequently, and the creation of a race equality governing body to provide accountability and transparency about implementing change.