

Investigating links between racial harassment and (un) employment and employability in the black and minority ethnic communities of the London Borough of Newham.

A research report by
Social Enterprise Zone (SEZ), a project of Community Links

Commissioned by Race Equality In Newham (REIN)

March 2005



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COMMISSIONING ORGANISATION

Race Equality in Newham (REIN) was established in 1975 and has since been working with both public and private bodies to achieve fair treatment and promote equal opportunity for everyone in society and to reduce the levels and fear of harassment and violence so as to create a safer environment for community life and promote economic activity.

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RESEARCH ORGANISATION

Community Links is an east London charity founded in 1977. Based in one of the most intense areas of urban deprivation in Europe Community Links runs a wide range of projects for children, teenagers, parents, older and disabled people. Last year 53,000 people benefited from Community Links' projects run by over 450 volunteers in 60 key sites. We share the lessons of our experience in east London through training, research and publications. Our successes influence both community-based organisations nationwide and government policy.

Social Enterprise Zone (SEZ), a project of Community Links, has succeeded in securing 12 national policy changes and successfully tested ideas for improving delivery of local services over the last 6 years. Some ideas are simple and practical and can be implemented locally, for example, setting up an independent disability benefits helpline or a form filling and interpreting service in local Jobcentres and Social Security Offices. Others require central government support and changes to rules – these form the basis of our contributions to policy development, for example, developing new solutions to existing government programmes which support the unemployed into self-employment; and solutions to enable people to move from the informal (grey) to formal economy.

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FOREWORD

Valerie Brown

Race Equality in Newham (REIN) is an umbrella organisation working towards the elimination of discrimination, promoting equal opportunities and good race relations between people from different racial groups. We are committed to succeeding in all areas of our work touching upon the lives of everyone in enabling a fair just and peaceful society

Newham has the highest proportion of non-white ethnic groups in the country (61%) a very high young age structure (41% 0-24 years) and the second highest proportion of population in employment in the country in the 16-74 age range.

The former DiverseCity partnership consisting of local voluntary and statutory agencies co-ordinated measures to reduce racial harassment and support victims of harassment in the borough.

The partnership felt it necessary to investigate the links and obtain a clearer understanding of racial harassment victims in investigating societal and personal barriers to BME participation in the employment market.

This research identifies a list of measures which, if put in place would address this issue in a proactive manner enabling victims to return to work or seek employment or training.

Now that this vital research is completed I sincerely hope key stakeholders will join in implementing the several recommendations. I am particularly keen to introduce a local employment support scheme for victims of racial harassment together with training and support to both victims and perpetrators.

Valerie Brown

Director

Racial Equality in Newham (REIN)

March 2005

FOREWORD

Paul Leslie

As the last chair of DiverseCity, the board felt it important that the issues surrounding victims of racial harassment and employment /unemployment should to be investigated and made public.

Although at the end of a seven year SRB programme to address issues of racial harassment and victim support, work still needed to be done, racial inequalities needed to be challenged and the case for future action made.

In commissioning this report part funded by the London Borough of Newham, DiverseCity, through REIN, has taken the first steps towards seriously addressing the plight of people from BME communities who cannot find or remain in employment as a result of racial harassment.

The recommendations in this report provide a framework for a future pan-Newham action plan, which must lead to a 21st century approach to effectively support members of BME communities, who have been victims of racial harassment, back into the work place.

Paul Leslie

Chair

DiverseCity

March 2005

VICTIMS STATEMENTS

“My manager used racist statements. She criticised my accent. She singled me out in the office. She refused to answer to my greetings. I was the only African in the office. She used to tell me “Twenty what? Twenty Bananas”.”

Black African Aged 28-36 Female

“I am still on anti-depressants as this experience has left me very depressed. I have very low self-esteem and right now I am unable to work.”

African Caribbean British Aged 19-27 Female

“Constant racial slurs, ‘you Asian bastard’, my supervisor neglected this.”

Pakistani Aged 19-27 Male

“I was verbally (racially) abused. On complaining, I felt further victimised as I didn’t get any response, reported to other trusts & GMS. I have been unemployed ever since.”

Asian British Aged 37-45 Male

“I was not only verbally abused by statements such as ‘you lot are the same’ but by physical abusive signs.”

Pakistani Aged 28-36 Male

“My employer spoke about me behind my back, asked me to carry out duties and did not pay me the same as my colleagues.”

African Caribbean British Aged 37-45 Female

“On complaining, the matter was investigated but I received no response from employer about outcome of investigation. I am still in correspondence with my employers after one and half years, and I am still not getting a response to my complaint.” British Asian Aged 46-54 Male

“First I was always asked if I am a refugee, when and why do I live here?
Colleagues made remarks in my face...”
African Caribbean British Aged 37-45 Female

“It seemed like there was a pre-determined prejudicial tune to which the employers
danced.”
Black African Aged 37-45 Female from East Ham

“I was denied promotions and transfers to other branches whilst working at a bank. I
was told that I wasn’t able to be promoted, though I had to do the work of an upper
grade.”
Pakistani Aged 19-27 Female

“My manager just had that natural hatred of me. Blocking my pay rise and prosperity
of moving up and even blocking my training programme I applied for. All the time
harassing me.”
African Caribbean British Aged 46-54 Female

“I was constantly subjected to criticism by management, finding faults in my work
wherever they could. I was subsequently demoted and my post was given to someone
who was white. I was given a bad reference as well. I felt victimised because of my
colour. It is happening to others but they are too scared. There is no one to turn to.”
Asian British Aged 46-54 Male

“At the age of 18 when I was finding it very hard to find a job, I was lucky to have an
interview with a private estate agent, as soon as I walked into the office, I was told by
the employer the job has taken. I felt he was lying and he was very rude.”
Bangladeshi Aged 18 Female

“After the denial of job promotion, I progressed with my association to take my
employer to an Industrial Tribunal.”
Indian Aged 37-45 Male

SUMMARY

Race Equality In Newham, (REIN), commissioned the Social Enterprise Zone (SEZ), a project of Community Links, to carry out a feasibility study, between March-August 2004, that would investigate the links between racial harassment and employability.

There are two main parts to this report:

1. A quantitative study: statistical data on the numbers of racial harassment cases in Newham was collected and collated; as well as information about the services people access for support if they have been racial harassed.
2. A qualitative study: in-depth interviews with 106 people. 71 Newham residents who have experienced racial harassment which has affected their employability; and a further 35 local people to investigate the issue of under-reporting.

STATISTICAL FINDINGS

There is no sole agency in Newham which directly collects and collates racial harassment and employment statistics. Therefore more general racial harassment statistics were drawn from a variety of local sources including Community Safety Unit, Newham Police, Newham Household Panel Survey, Newham Victim Support, Community Action Team, National Employment Tribunal, and Newham Monitoring Project.

- 998 victims in 2003/04, as recorded by Newham Police
- 17.2% of Newham's population experience racial harassment according to NHPS. This figure could be extrapolated to represent a percentage of the overall population of Newham to 40,000 local people (1 in 6) experiencing racial harassment.
- 798 racial crimes were reported to Victim Support between 2002-2004.
- 42% of people interviewed by CAT 2003 had experience of racial harassment.
- C.120 Newham residents are going to the public registrar each year, via the Employment Tribunal.

What did emerge from the research was over 80% of those interviewed experienced stress, depression and other illnesses affecting their health, as a direct result of their racial harassment, which in turn affected their employment and family life. A direct link can be made between racial harassment affecting a person's employability.

The author is aware that the statistics do not give a complete picture of what is happening in Newham. There are issues of not recording incidents, under-reporting and duplication to consider. This raises the need for a sole agency to collect and collate the statistics, development of standardised data capture, and improvement to the referrals process between agencies.

MAIN CONCLUSIONS FROM FINDINGS

Racial harassment is a widespread issue among Newham's Black and Minority Ethnic populations. It manifests itself in a variety of ways in the workplace, and long-term employment prospects suffer as a result of racial harassment.

There is no sole agency in Newham which deals directly with racial harassment and the workplace. This makes it very difficult to:

- a) understand the nature and extent of racial harassment affecting employability
- b) develop appropriate and acceptable reporting mechanisms.
- c) develop appropriate response and support services in Newham.

As a consequence of this and the scarcity of Legal Aid resources, some people are accessing out of borough support services, e.g. ACAS and Trade Unions. However it is feared that many people are receiving no mainstream support at all.

There are sufficient foundations in place for multi-agency working in Newham. However services are currently not co-ordinated or co-operating to reach people whose employability has been affected by racial harassment

Under-Reporting

Levels of racial harassment experienced by Newham's Black and Minority Ethnic communities are much higher than those recorded by the Police.

There are a number of reasons why victims do not report their racial harassment to statutory agencies:

- Fear of reprisal
- Reporting it only to close friends and family: treating it as private matter
- Feeling that police or statutory agencies would not carry out adequate action
- Feelings of mistrust and cynicism towards the authorities
- Victims preferred to report to members of their own ethnic group
- Lack of English language skills and therefore ability to communicate coherently and with confidence

Victims report to statutory agencies because they "could not take anymore harassment."

RECOMMENDATIONS – THE WAY FORWARD

The following recommendations are based on evidence gathered from a number of sources. These include local people who were interviewed for this research, and discussions with voluntary & community sector practitioners. The recommendations fall into four categories:

1. To support people in or into employment post racial harassment

- Establish a multi-agency support service, with referral procedures in place.
- Involve victims and service user representatives in the design, development and running of any support services.
- Create an independent and confidential racial harassment and employability support service.

- Create new, or adapt existing, training and employment schemes to support people who have been racially harassed, which affects their employability.
- Provide tailored counselling, mentoring and peer support services in Newham.
- The '*Newham Race Equality Alliance*' needs to continue its monitoring and scrutiny of the Race Equality Schemes of the Newham Council.

2. 'Mainstream' funding provision

- Priority must be made by the local Council and/or national government departments, to provide 'mainstream' funding for:
 - a. existing racial equality services
 - b. new racial harassment supporting employability programmes.

3. Promote lessons learned and share best practice

- On-going training and development should be used as a mechanism for raising awareness.
- Raise awareness via people, whether that is planned activities such as training or information events, or more ad-hoc means, but equally as powerful, 'word of mouth'. These are more effective than more traditional media such as leaflets and posters.
- Devise an on-going strategy and plan to tackle under-reporting.

4. Recommendations at a national level

- Local and national partners need to work with local businesses to promote racial equality, and deal with racial harassment incidents quickly and effectively.
- Effective national government procedures are needed e.g. introduce a similar USA style 'Corporate Compliance Act'. The National Ethnic Minority Employment Taskforce may enable this to happen.

INTRODUCTION

'Race Equality in Newham' (REIN) commissioned the Social Enterprise Zone (SEZ), a project of Community Links, to conduct a feasibility study, between March-August 2004, into racial harassment and (un) employment and employability in the Black and Minority Ethnic communities (BME) of the London Borough of Newham.

Definition of work related racial harassment by the Commission of Racial Equality

'Racial harassment is an unwanted conduct of a racial nature, or other conduct based on race affecting the dignity of women and men at work'.

Commission for Racial Equality, 1996

The Race Relations Act was amended in 2000, on the recommendations of the Macpherson Inquiry & Report 1999, which followed from the death of Stephen Lawrence. One of the policy recommendations from this was to develop a more victim-centred approach towards tackling racial discrimination. One of the main tasks of this report is to draw insights from the experiences of those who have suffered from racial harassment, either at or outside work, and examine the impact on their employability.

The Race Relations Amendment Act (2000) aims to tackle other forms of harassment such as jokes, banter, and religious jokes. Race Discrimination policy is now changing to incorporate developments in equalities, on grounds such as gender, sexuality and most recently religion. However according to some independent think tanks such as The 1990 Trust¹, the average compensation for race discrimination is far lower than other discrimination cases.

It is clear from research carried out by the Government's Strategy Unit and independent research from the Joseph Rowntree Foundation (Berthoud 1999) and University of East London (Sampson et al, 2004) that there is unequal participation from the BME community in the labour market. However, if the conditions for race equality are failing in the workplace, then the possibility for the Black and Minority Ethnic communities (BME) to fulfil its full potential in the labour market will stand short. The Race Relations Act was amended to give new powers for public bodies to take action and work towards eliminating racial discrimination.

METHODOLOGY FOR RESEARCH

The objective of the feasibility study was to investigate links between racial harassment and (un) employment and employability in the Black and Minority Ethnic (BME) communities of the London Borough of Newham. The feasibility study adopts both a quantitative and qualitative approach.

Quantitative Research Approach

Desk research

Desk research was undertaken to gather statistics on racial harassment in Newham over the last four years. The Social Enterprise Zone (SEZ) collected data from:

- Community Safety Unit, Newham Police
- Newham Household Panel Survey, Wave One, 2003
- Newham Victim Support Service - Two Year Statistical Report, 2004
- Community Action Team, 'Racial Harassment in South Newham', March 2003
- National Employment Tribunal
- Newham Monitoring Project

In addition, visits were arranged to speak to service managers of local racial harassment agencies, in order to get a clear idea of what they do, understand their client base, get referrals for interviews, identify service gaps and develop future initiatives.

Qualitative Research Approach

The study incorporated interviews because it was felt that the value of doing in-depth personal research, as opposed to solely using quantitative data, would yield a real understanding of people's motivations, needs and offer some recommendations. This would, in turn, help to bring about a more victim-centred approach toward understanding racial harassment (see recommendations in the Macpherson Report 1999).

The SEZ Team gathered qualitative information on racial harassment and the effects this had on people's employment and employability, by using the SEZ 'what if...?' community consultation tool with local people, organisations and stakeholders (including Newham Monitoring Project, Conflict and Change, Victim Support, Citizens Advice Bureau, Newham Police: Community Safety Unit – To find out more about these support agencies please see Appendix 1).

Initially, there was a poor response from these agencies. This was due to sickness, absence, and changeover of project managers, part of which helped to highlight a lack of a multi-agency approach on racial harassment. Furthermore the issue of client confidentiality and data protection compounded this problem. Please refer to the findings for a more in-depth look at the issues relating to information sharing and multi-agency work.

Persistence was the winning factor here, agencies eventually got on-board, by asking them to direct questionnaires and posters to clients, with guarantees of client anonymity, thus not breaching confidentiality procedures. Clients who had their employability affected by racial harassment were duly contacted by said agencies.

- Clients were generally interviewed face-to-face, over the course of 30-45 minutes, using a questionnaire, to provide a semi-structured basis for the interview. This would often lead to more in depth disclosure of a client's case.
- Clients were also given the option to respond to the questionnaire by mail or telephone.
- Interviews were conducted at a location chosen by the clients, e.g. local cafés, libraries, and Stratford Jobcentre.
- A £10 incentive was offered to clients, as is customary in many consultation studies. Although some people refused payment, some used the money to pay for travel and lunch.
- Finally clients were informed that the research was confidential, and that their identities would remain anonymous.

The questionnaire was first tested amongst a random sample selected from people in Stratford Shopping Centre. After several interviews, minor revisions and additions to the questionnaire were made. The questionnaire itself could be completed by face-to-face, mail, and telephone.

Sampling

We undertook over 100 one-to-one interviews with people living in Newham.

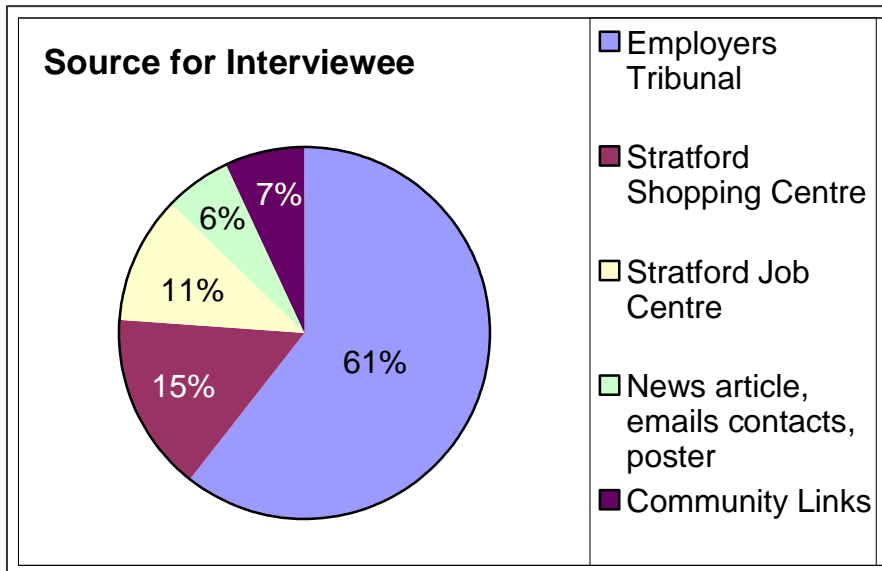
We used a 'snowball sampling frame', which had four starting points:

- People who were already in contact with the Community Links SEZ Team.
- People who came into contact with other Community Links projects e.g. our Outreach Advice team.
- Referral from other organisations, including racial harassment agencies, employment support agencies, and local voluntary and community organisations.
- Leaflets and posters in Advice Centres / GP surgeries / Post Offices / Libraries.

Each person interviewed was asked to pass on our contact details to others they knew, who had been affected by racial harassment, who would be willing to speak about their experiences.

Periodic reviews took place within the team to ensure that the sample reflected the demographic profile of Newham. We have used this recognised approach before and were confident that we could recruit our target number of participants, despite this being a particularly difficult issue to get people to talk about, which we did.

Table 1 below refers to the ways in which clients were contacted for the study.



Sources for contacting interviewees

a) Employment Tribunal

The majority of clients that were interviewed came through the national Employment Tribunal Public Registrar Database, located in Bury St Edmunds. A total of 180 people within Newham have been involved in racial discrimination cases between 1999–2004. Accordingly, the 180 people were each posted an explanatory letter, which encouraged them to complete the enclosed questionnaire, and a stamped addressed envelope to return it to the author. Clients were also given the option, in the letter, to contact the author, either to arrange a time and date to complete a face-to-face or telephone interview.

b) Stratford Shopping Centre

This location was chosen, as it was a busy part of Stratford, which offered a random sample of people to interview. It was believed that there would be a large number of people who had been racially harassed and had not received support and advice perhaps due to a fear of repercussion, apathy, or failure to be attended to by a support service. Thus it was felt necessary to use Stratford Shopping Centre as a testing ground.

c) Stratford Jobcentre

The other method by which clients were contacted was by arranging in-depth face-to-face interviews at the Stratford Jobcentre. This was clearly an appropriate venue, as there were a large number of people who were out of work who had experienced racial harassment either in their past work history or outside of work. It also opened the doors to people who had not necessarily reported their racial harassment.

d) Summer Outdoor Events

Newham’s ‘Refugee Festival’ in Manor Park, ‘Forest Gate Festival’ in Osbourne Road and ‘Stratford Festival’, all held in June and July 2004, served as a good

meeting point to carry out face-to-face interviews with people affected by racial harassment and their employability.

e) Social Enterprise Zone (SEZ) and Community Links

The Social Enterprise Zone (SEZ) and Community Links provided useful contacts and introductions to local voluntary and community groups and organisations serving the Black and Minority Ethnic communities.

f) Communication & Media

Posters were displayed throughout Newham from Citizens Advice Bureaux, local services centres, community groups, libraries and workplaces.

The Newham Recorder published an article in June on the research. Unfortunately they printed the telephone number incorrectly, so the response rate was lower than expected (See Appendix). However clients were able to make contact via email or through Community Links, which they did.

Information data about the interview sample

The author conducted in-depth interviews in Newham, with people who had experience of racial harassment affecting their employability.

Table 2 – Ethnic and Gender Breakdown

The research sample was representative of the Black and Minority Ethnic population in Newham. Interestingly, many respondents were inclined to identify themselves with broader ethnic groupings such as African Caribbean British or Asian British. The African Caribbean British and Black African populations experienced the highest levels of race harassment. Slightly more females experienced, or admitted to experiencing, racial harassment affecting their employability.

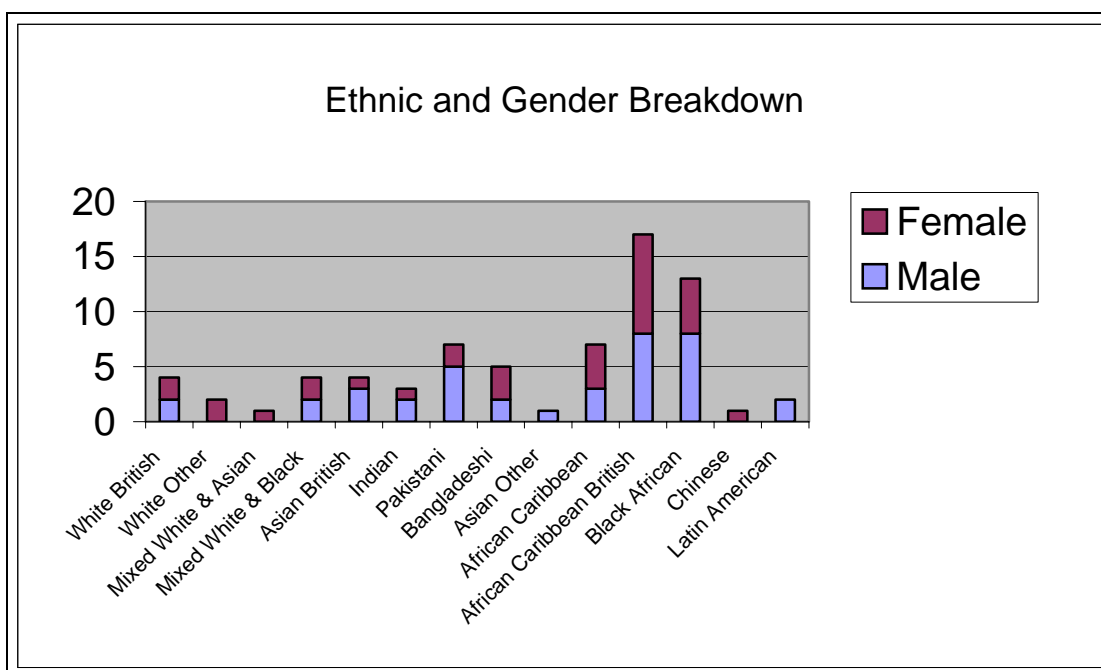


Table 3 – Age Breakdown

A relatively young population experiences racial discrimination at work or at school. The 19-27 age bracket experienced the most race harassment. This reflects the composition of Newham’s young population.

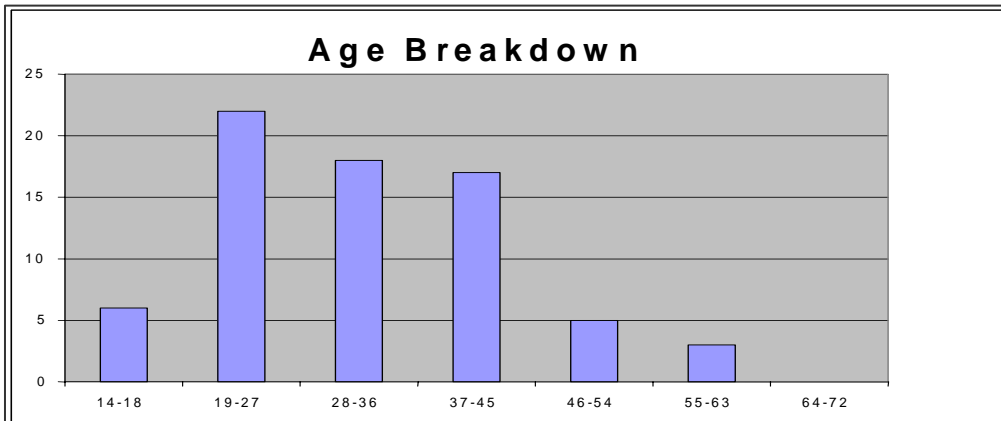


Table 4 –Type of Employer Breakdown

There is a fairly equal share of racial harassment amongst the work sectors in Newham.

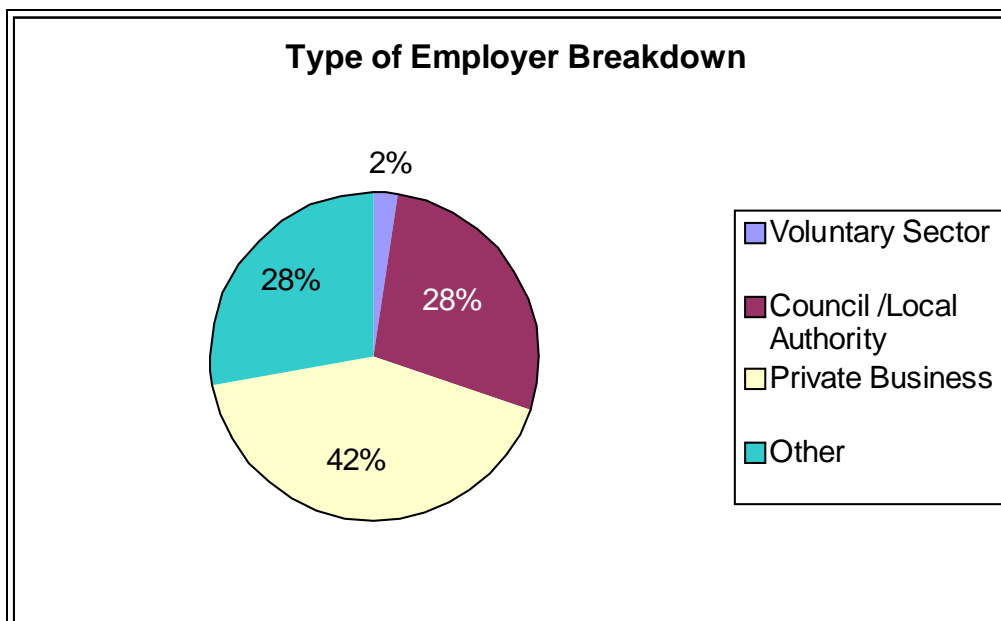
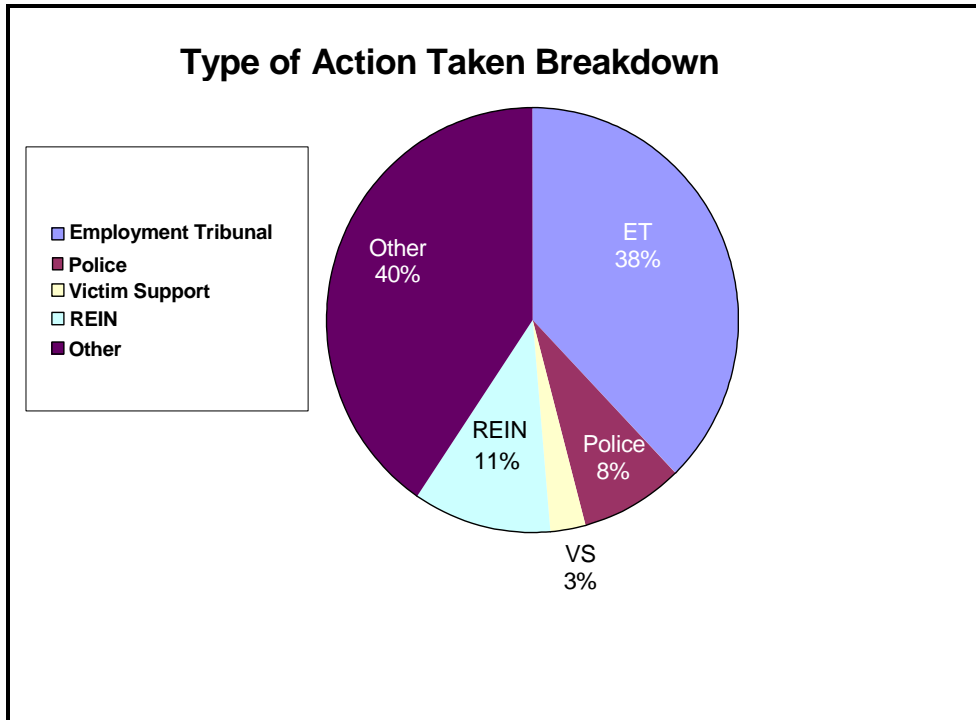


Table 5 – Type of Action Taken Breakdown

People tend to use employment tribunals or take another course of action if they experience racial harassment which affects their employability. Other refers to other non-statutory or statutory means by which individuals respond like non-reporting (dealing with it personally), seeking advice with union human resources or ACAS, or their senior manager.



Analysis

The SEZ Research & Development Officer collated all data collected during the interviews. He then made an initial assessment of the qualitative data, by identifying key themes, particularly focusing on the interviewees' experiences and solutions. This initial assessment was then shared and further analysed with the SEZ Manager.

QUANTITATIVE FINDINGS

Racial Harassment Statistics for Newham

Police Statistics²

According to Police Statistics 2003/04, in Newham there were:

- 661 racial incidents were reported (with crime reference numbers) and identified as having a racial element.
- A total of 998 people were victims of these racial incidents.
- 387 victims were described as being Asian, 264 as African Caribbean British and 212 as White European.

There is also the issue of under-reporting to consider. The incidents of racial harassment could be much higher (see section on under-reporting).

Newham Household Panel Survey (NHPS)³

According to NHPS, out of c.1,000 households, 17.2% reported some form of racial harassment. If this figure is extrapolated to represent a percentage of the overall population of Newham, as done by the Community Action Team (see below), then one could argue that over 40,000 (or 1 in 6) local people have been racially harassed in Newham.

In addition, the NHPS surveyed racial discrimination in the workplace:

- The highest level of discrimination related by residents were race, then followed by religion and gender.
- 10% of Newham residents perceive themselves to be victims of race discrimination in employment.
- A further 6% of Newham residents believe themselves to be discriminated against on the grounds of their English language accent.
- African Caribbean residents report a very high level of discrimination, Bangladeshi experience higher discrimination than that of Indians and Pakistanis.
- South Newham appears to have higher levels of discrimination than other parts of the borough.
- The areas in Newham with a higher resident population of White British reported higher levels of discrimination and harassment. Whereas areas with more non-white ethnic groups, such as Green Street, reported lower levels.

Victim Support⁴

Newham's Victim Support organisation provided the author with their two-year breakdown of racial crime statistics, which included figures on racial harassment, and other race related crimes, such as criminal damage, and common assault.

- 798 racial crimes were reported to Victim Support between 2002-2004.

Community Action Team (CAT) ⁵

CAT interviewed a random sample of 244 people, between January-February 2003, on the streets of South Newham. They found that:

- Levels of racial harassment experienced by South Newham Black and Minority Ethnic population are much higher than those recorded by police.
- 42% of people interviewed had experience of racial harassment.
- 29% of incidents were reported to the authorities.
- 59% of incidents were not reported.

Employment Tribunal

- C.120 Newham residents each year are going to the public registrar, via the Employment Tribunal.

Newham Monitoring Project

- Newham Monitoring Project deal with c.100 cases a year.

REIN

- REIN deals with c.100 cases a year.

Estimating the number of people who experienced racial harassment which has affected their employability

There is currently no straightforward way to calculate or estimate a figure for the number of people who have experienced racial harassment, which has affected their employability, because there is no sole agency which directly collects and collates racial harassment and employment statistics from Newham residents. In Newham most racial harassment agencies deal with more direct racial incidents involving violence and hostility.

What did emerge from the research was over 80% of those interviewed experienced stress, depression and other illnesses affecting their health, as a direct result of their racial harassment, which in turn affected their employment and family life. A direct link can be made between racial harassment affecting a person's employability.

The author is aware that the statistics do not give a complete picture of what is happening in Newham. There are issues of not recording incidents, under-reporting and duplication to consider. This raises the need for a sole agency to collect and collate the statistics, development of standardised data capture, and improvement to the referrals process between agencies. The recommendations section below makes some suggestions to address this.

KEY CONCLUSIONS FROM QUANTITATIVE FINDINGS

Racial harassment is a widespread issue among Newham's Black and Minority Ethnic populations.

- There is a significant section of the population of Newham who are experiencing racial harassment which affects their employability. Although some people interviewed said that racial harassment was not something they had experienced often; many more people said that it was a daily issue for them, either at or outside work.
- Institutionalised racism at work is common. For example, the denial of job promotion, lack of communication from senior management and colleagues, and managers not dealing with and/or acknowledging racist members of staff.

No sole agency in Newham deals with racial harassment and the workplace

- There is currently no agency within Newham, which deals directly with the issue of racial harassment in the workplace.

No one definitive source for statistics on racial harassment affecting employability

- There is no one definitive source for the collection and collation of accurate statistics on the numbers of people experiencing racial harassment, which affects their employability in Newham.

Lack of multi-agency co-ordination or co-operation

- There are sufficient foundations in place for multi-agency working in Newham, however services are currently not working in co-ordination to reach people whose employability has been affected by racial harassment. At a national level, the Commission for Race Equality (CRE) and ACAS are working to address this by helping to support and connect agencies within local regions. Though there is little evidence to show that this is the case locally.
- At present there is little information sharing and communications, or indeed partnership working among local agencies. REIN has recently formed the '*Newham Race Equality Alliance*' to address this.

Long-term employment prospects suffer as a result of racial harassment

- Most people's long-term employment prospects have suffered as a result of their experiences of racial harassment.
- Many people support the idea of training and employment support schemes to give them the confidence to survive in or re-enter the job market.
- Young people's schooling has suffered as a result of racial harassment, as teachers are not offering the right support, which in turn affects their grades and future work prospects.

High and scarce legal costs

'95% of race discrimination cases that do not have legal representation fail'. (Leong 2002)

- Many people are not aware of their employment rights.
- It is costly to take a legal action. On average it costs £300 per consultation with a solicitor (including advice and casework), if one is ineligible for Legal Aid.
- The London Discrimination Unit and the CRE has a finite capacity and can only deal with a certain number of cases on a 'strength of case' basis.
- Trade Unions are not offering appropriate advice.

Noteworthy Under-Reporting

- Under-reporting is a major difficulty encountered by many agencies, This is due to employees being scared of further harassment, lack of awareness and/or low levels of confidence in support services or fear of losing their job.

KEY CONCLUSIONS FROM QUALITATIVE FINDINGS

Interviews on Racial Harassment Affecting Employability

Racial harassment takes the form of verbal, mental and emotional not physical abuse

- The predominant type of racial harassment is verbal and not physical abuse.

Racial harassment manifests itself in a variety of ways in the workplace

- Racial harassment in the workplace manifested itself in:
 - Lack of promotion
 - Being passed over for promotion
 - Lower wages than peers
 - Lack of salary increases in comparison to peers
 - Lack of a reference or employers failing to give a credible reference
 - Employment agencies not offering more work to victims, if they reported racial harassment. They were seen as trouble makers by disturbing the relationship between employment agency and employer.

Did your experience affect your long-term employment prospects? How?

'Yes when I complained about it, I have been pretty much denied from any other work'. (Indian Aged 19-27 Male)

'Unemployed for 5 months'. (African Caribbean British Aged 37-45 Female)

'Unable to find a job, always negative at interviews due to my resentment, as well as my employers delaying reference requests'. (African Caribbean British Aged 37-45 Female)

'Of course my experience affected my confidence and self-esteem. I suffered a great deal'. (Black African Aged 28-36 Female)

'My school work was affected as result of racism by fellow pupils'. (White British Aged 14-18 Male – He is now on benefits, unemployed and looking for work.)

Harassment timescales vary

- The length of time which someone experiences racial harassment varies. But in nearly all cases it affected their work or employment prospects; as well as their health and relationships.

People will report racial harassment to senior management

- The majority of interviewees said they would report their racial harassment to senior management. In some cases things got worse for people if they made a complaint to their employer. In some cases the employer was the perpetrator (see case study below).

Accessing out of borough support services

- Some people are accessing support services if their employability has been affected by racial harassment, but mainly out of borough agencies. Most of the people referred to their trade union, REIN or ACAS. Only one person out of 71 interviewed contacted the local Citizens Advice Bureau.

- A significant proportion were not aware of local or nationwide agencies which could support them in their racial harassment case.

Did you get any support and advice from any organisation?

'None' (African Caribbean British Aged 19-27 Male from Stratford)

'Yes the Disability Law Service and ACAS. I was advised on the right steps to take. ACAS advised me to make a formal complaint'. (Chinese Aged 28-36 Female from Plaistow)

'Advice and support from The 1990 Trust and my union, TGWU'. (African Caribbean British Aged 37-45 Male from East Ham)

'My area manager took almost two months to get back to me so I decided to seek help from somewhere else so I went to the Racial Discrimination Unit. They were very helpful'. (Black African aged 19-27 Female from Upton Park)

'Yes, apart from Employment Tribunal in Stratford, there was the Race Equality Council along Barking Road'. (African Caribbean British Aged 37-45 Male from Plaistow)

- According to interviewees, Trade Unions are not offering appropriate advice for many workers with these disputes.

Cynicism with authorities

- There is a degree of cynicism and lack of trust and confidence in the authorities, particularly the Police, to act upon their case.
- Many would prefer the option of an independent and confidential service to support them through their case, or give them employment support.

More multi-agency action

- There is a need for agencies to work together to address this service gap. As it stands today there is no sole agency dealing with racial harassment which affects employability. Public and private sectors need to raise awareness of this issue and be able to respond to the need.

Need for an independent and confidential support service

- Racial harassment impacts on the individual's self esteem thereby reducing their confidence to apply for future jobs.
- A service is needed to provide independent and confidential support for those people, particularly the African Caribbean British population (who are the most affected by racial harassment) who have been racial harassed, which in turn has affected their employability.

- The service needs to be culturally sensitive; adaptable to the client group it's dealing with, e.g. young people; conducts outreach work; provides training, information and advice on employment rights and how to take appropriate action.

What additional support would have been useful for you stay in work and/or return to work?

'Counselling'. (Pakistani Aged 28-36 Male from Custom House)

'An Independent evaluation of the job promotion reviews and assessments'. (Indian Aged 37-45 Male from Stratford)

'The financial support to take employers to industrial tribunal'. (African Caribbean British Aged 37- 45 Male from Forest Gate)

'If my manager's had shown me some respect and at least spoke to the people/ colleagues who were making racial remarks and tried to discipline them. My line manager and depot manager were just not bothered'. (African Caribbean British Aged 19-27 Male from Stratford)

'A positive outlook towards a complaining employee by the employer might have helped. It seemed like there was a pre-determined prejudicial tune to which the employers danced.' (Black African Aged 37-45 Female from East Ham)

Need for counselling, mentoring and peer support services in Newham

- Over 80% of those interviewed experienced stress, depression and other illness affecting their health, as a direct result of their racial harassment, which in turn affected their employment and family life. ⁶
- People felt that there was a lack of independent support services in the borough.
- There is an overwhelming need for an independent counselling, mentoring and peer support services, for people to get guidance in overcoming victimisation, whilst at or outside of work. Part of the service would be designed and run by people who themselves have real-life experience of the issues and understand the plight of people affected by racial harassment.

Would peer educators and mentors help support victims and employers?

'Victims yes. Employers not, because they are opinionated and extremely rigid and reluctant to take any suggestions or take a second look at their decisions'. (Black African Aged 37-45 Female from Forest Gate)

'Yes they could link up with the monthly service meetings held by personnel managers at my company every month in Beckton'. (Indian Aged 19-27 Male from Stratford)

'They would have to be strategic level staff, who can make things happen, someone like Reed in Partnership'. (Pakistani Aged 55-64 Male from Manor Park)

'Yes because of the emotional stress and lack of confidence that follows'. (African Caribbean British Aged 37-45 Female from Stratford)

Need for training and employment (linked to racial harassment) support schemes

- Interviewees wanted a service which would support them emotionally in overcoming their racial harassment (see above) and support them in practical ways to get them job ready and/or to support them in their employment, particularly in terms of basic and more advanced skills. Many were not aware of existing services.

Would you find training and employment support schemes useful?

*'Yes, to help me find another good job or give training, to support me, give me confidence'.
(Bangladeshi Aged 19-27 Female from Forest Gate)*

'Yes, due to the fact that it would be on same level plus very positive and hands on.' (African Caribbean British Aged 19-27 Female from Canning Town)

'It may create awareness'. (Chinese Aged 28-36 Female from Plaistow)

'Not everyone is as strong and it is good to have the training and support out there for them. People need to be educated about their rights'. (Black African Aged 46-54 Female from Stratford)

CASE STUDIES BY THEMES

As a way of reflecting the differing contexts and themes of racial harassment in the workplace, we have included the following case studies.

Institutionalised Racism

Many people mentioned the issue of institutional racism as one of the key instigators of their harassment at work. This would take the form of covert racism such as the denial of job promotion, and a lack of communication between the employer and the racially harassed.

Oswald⁷ is African Caribbean British aged 37-45 Male. He has suffered racial harassment whilst working as a co-ordinator of a centre for young children, run by the local authority. Apart from being racially abused by a fellow member of staff, he feels his work has been undermined by systematic racism, and received no support from senior management, including the head of department. Oswald has been a consistent top performer for the borough, achieving top performance targets in his work, but he feels he has never been shown any respect for this. Luckily he got the right support from his union, a black workers union. He feels that it would be appropriate for an outside body to review the treatment of black workers within his organisation.

“I have not left the job yet. I have been off with work related stress for 5 months. I have also collapsed and rushed to hospital. Even though my management were aware of this, no one contacted me”.

Oswald is African Caribbean British Aged 37-45 Male

Senior Management and Racial Harassment

The majority of interviewees said they would report their racial harassment to senior management. What happens when senior management are the perpetrators?

Dapo⁷ is Black African Aged 37-45 Male from Stratford. He has had racial harassment from both his employers and colleagues. His racial harassment began when his personnel director informed him that they did not want any more black people. During his work, he was diagnosed with diabetes. He was accused of making a false allegation against the personnel director and was later dismissed. His harassment lasted for more than 12 months.

He sought help from the police but Dapo felt that they sided with the employer. The impact of being diagnosed with diabetes made it difficult for Dapo to fight all allegations against him. He's still is fighting the case with his solicitor.

“From what had happened from my side I do not want to work for them anymore, I just want them to pay me for damages and (get) my reputation re-established”.

Dapo is Black African Aged 37-45 Male from Stratford

Applying for Work and Racial Harassment

Mary is Black African Aged 37-45 Female from Manor Park. She experienced racial harassment from her potential employers, whilst applying for work at a privately owned factory. Though Mary successfully passed the application test with 90%, and beat all the other candidates, she was not given the post. She believes she was victimised because of the colour of her skin. The job was given to others who were not black.

“Excessive screening measures which I do not see being carried out on other applicants even if they are non-citizens but they are not black. And after every proof of status I photocopied for them, I still don’t get given the job despite my high pass mark”.

Mary is Black African Aged 37-45 Female from Manor Park

Samuel is Black African Aged 19-27 Male. There was a notice of a vacancy on a shop window in a local shopping centre. When he enquired about the job they said they had none. He then witnessed someone asked for an application form for the job and they gave the person a form. The other applicant was white. Samuel feels that this was a blatant case of race discrimination.

“I would just like a level playing field”.

Samuel is Black African Aged 19-27 Male from Stratford

Education and Racial Harassment

Rob and **Lisa**, are White British Aged 14-18 Male and Female, respectively. Whilst at school Rob and Lisa faced discrimination for being white. Rob was being bullied and harassed by other pupils however he was also accused of being a racist to other pupils but he believes he was falsely accused and victimised, it led to him being disciplined by teachers. His sister Lisa also felt she was a victim to racist attitudes. For both of them they felt that these episodes of harassment had affected their schooling. They believed they had no support from their teachers and that nothing could really be done about it. This experience has subsequently affected their ability to gain employment. Rob and Lisa are currently unemployed and claiming benefits.

“My mum spoke to teachers, nothing happened, and the headmaster did nothing. Confronting my perpetrators got me beaten up”.

Rob is White British Aged 14-18 Male from Stratford

UNDER-REPORTING

The aim of this part of the study is to reassess the issue of under-reporting of racial harassment in Newham. This has remained a stumbling block for the borough – gathering accurate racial harassment reporting statistics.

Literature Review – Desk Research

The author carried out an initial literature review. According to two local research reports by the University of East London (Sampson et al, 2000), and the Community Action Team (CAT, 2003), there are a number of reasons why victims do not report their racial harassment to statutory agencies. Reasons include:

- Fear of reprisal
- Reporting it only to close friends and family
- Dealing with it as private matter
- Feeling that police or statutory agencies would not carry out adequate action
- Feelings of mistrust and cynicism towards the authorities
- Victims are not convinced that anything can be achieved by reporting their incident
- Victims preferred to report to members of their own ethnic group
- Among children victimised at school, feelings that their teachers would not take them seriously
- Lack of English language skills and therefore ability to communicate coherently and with confidence.

Victims report to statutory agencies because they “could not take anymore harassment.”

“I’d deal with it personally. I would not go to the Police.”
African Caribbean British Aged 19 Male from Stratford

Qualitative Research

The author then conducted primary qualitative research, again with a specifically designed, and prior to use, tested, questionnaire. A randomly selected sample of 35 people was given in-depth face-to-face interviews, at Summer Outdoor Events and in Stratford Jobcentre. Though a small sample size, the interviews offer a snapshot and give an indication about attitudes amongst local people in Newham.

Clients were asked about racial harassment at or outside work; their reasons for reporting or not; and about their awareness of existing services.

KEY FINDINGS

- A small proportion said that they had been racially harassed, which had affected their employability. Of these two thirds had not reported their harassment.
- More than half the people interviewed said they would contact the police if it happened outside work. But the reality is not always so.
- For work specific racial harassment, many people said they would go to their supervisor, senior manager or trade union, instead of the police.

- A third of people interviewed would not report their harassment, due to low levels of confidence in the ability or competence of existing agencies; not knowing where to go; and fear of losing their work.
- There was a high level of cynicism and mistrust with existing services, particularly the Police.
- Many people will go to family and friends and deal with it themselves, before they go anywhere else.
- African Caribbean British males are less likely to report racial harassment occurring either at or outside work.
- Most Black African females would contact police if it happened outside work.
- Many people insisted on the need for support services, but were unaware of current service provision.
- Younger people suggested the need for mentors.

“Everyone gets it, if it happens I would tell friends, but I’m not aware of any organisations working on racial harassment.”

Indian Aged 30-35 Male from Forest Gate

“If it were serious I’d contact the police, inform a youth worker or responsible adult. A suggestion box at local schools would help. There should be mentors for things like this”

British White Aged 12-16 Male from Upton Park

“I am not able to report my race discrimination because I think I would lose my contract with my employment agency, if I were to complain I would not have any more work given to me.”

African Caribbean British Aged 30-35 Male from Stratford

RECOMMENDATIONS – The Way Forward

The following recommendations are based on evidence gathered from a number of sources. These include local people who were interviewed for this research, and discussions with voluntary & community sector practitioners.

The recommendations are:

TO SUPPORT PEOPLE IN OR INTO EMPLOYMENT POST RACIAL HARASSMENT

a) Establish a multi-agency support service

- There is a need for agencies to work together to address the current service gap. An effective partnership and multi-agency support service for victims of racial harassment in the workplace should be established with LBN and other agencies. Partners should have clearly defined roles and responsibilities and be accountable.
- There is a need for a referrals process for people who experience race harassment, so that they can receive appropriate and timely support. And so that agencies can work more effectively together.
- There is a need for a centralised and standardised collection and collation of statistics on racial harassment which affects employability.

b) Involve victims and service user representatives

Any service provision should:

- actively involve victims and service user representatives in the design and delivery of new and existing primary support services. This would improve the quality of services and affirm the Macpherson Report recommendations.
- be culturally and linguistically sensitive to the needs of Newham's BME population.
- be accessible to young people.

c) Create an independent and confidential racial harassment and employability support service

- As it stands today there is no sole agency dealing with racial harassment which affects employability in Newham. A mainstream-funded, independent and confidential service should be created to support people who have been racially harassed, which affects their employability. This recommendation is made in the light of CRE and LDU only being able to deal with a limited number of cases.
- The service needs to be:
 - culturally and linguistically sensitive
 - adaptable to the client group it is working with
 - do outreach work
 - provide training
 - provide information, advice and guidance on employment rights and how to take appropriate action.

d) Create new or adapt existing training and employment schemes to support people who have been racially harassed, which affects their employability

- Interviewees wanted a specialised service, designed by and for victims suffering trauma, anxiety and depression as a result of racial harassment; and which supports them in practical ways to get them job ready and/or to support them in their employment, particularly in terms of gaining basic and more advanced skills.
- Many were not aware of existing services, so increased marketing and a multi-agency referrals process would help.

e) Provide tailored counselling, mentoring and peer support services in Newham

- There is an overwhelming need for independent and specialist counselling, mentoring and peer support services, for people to get guidance in overcoming victimisation, whilst at or outside of work.
- These services could be delivered through existing organisations. They would have to either tailor existing services and/or develop a recruitment and training strategy and plan, as well as being able to provide on-going support, premises and secure funding.

f) Capacity building by training

- A training programme for community advisors in racial harassment and race discrimination law should be established.
- A network of trained local advisors based in, and from, local BME communities should be set up. The model could be based on outreach youth work. CRE offers training.

g) Public accountability and evaluation procedures

- There should be public accountability and evaluation procedures in place, from all local agencies, in order that Race Equality Schemes, from all local authorities, continue to improve and fulfil their remit. The new Freedom of Information Act should be able to help with this facilitation. The *'Newham Race Equality Alliance'* is *the only* local body to monitor and scrutinise this.

'MAINSTREAM' FUNDING PROVISION

- Priority must be made, from the local Council and/or national government departments, to provide 'mainstream' funding for:
 - existing racial equality services
 - new racial harassment supporting employability programmes.

PROMOTE LESSONS LEARNED AND SHARE BEST PRACTICE

- On-going training and development should be used as a mechanism for raising awareness.
- Raise awareness via people, through planned activities such as training or information events, or more ad-hoc methods such as 'word of mouth'. These channels can be more effective than traditional media such as leaflets and posters.
- Devise an on-going strategy and plan to tackle under-reporting.
- Publicise successful outcomes in the local media. For example, people who have been successful in the Employment Tribunal process. This would send out a clear message that action can be taken and cases won, so encouraging more people to access these services.
- Create a regularly updated directory of existing agencies who work in the field of racial equality in Newham. This will help multi-agency work, communication and referrals. Appendix 1 could be used as a basis for developing such an information directory.

RECOMMENDATIONS AT A NATIONAL LEVEL

Local and national partners working with local businesses

- It is important that the local voluntary and public bodies, along with ACAS Regional Officers, work together with local businesses to ensure that race equality policies are in place and up-to-date. Special attention and resources towards small and medium sized enterprises would be needed, as they are less likely to have race equality policies in place.

Effective national government procedures

- The introduction of a similar USA style 'Corporate Compliance Act', would give the government, and local authorities, the power to intervene in offering contracts to private sector businesses, should those bidding for the contract not have adequate ethnic minority representation. The Ethnic Minority Employment Taskforce may enable this to happen.

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APPENDIX 1

KEY AGENCIES IN NEWHAM DEALING WITH RACIAL HARASSMENT

The following is an outline list of primary and secondary agencies working in Newham. Clients can access these primary agencies if they have suffered from a form of racial harassment and/or secondary agencies if they require more specialist advice on their employment situation (see contact details below).

PRIMARY AGENCIES

Race Equality in Newham (REIN)

REIN is a voluntary organisation set-up by the Commission for Racial Equality, under the Race Relations Act 1976, to tackle racial discrimination and promote racial equality. They work in both the public and private sectors within Newham to encourage fair treatment and to promote race equality. The new '*Newham Race Equality Alliance*' will go a considerable way in establishing a level of multi-agency co-ordination. The Alliance also has the power to scrutinize the local authority's Race Equality Schemes.

(DiverseCity – ceased operations 31st March 2004)

DiverseCity, part of REIN, formerly the 'Communities Tackling Racial Harassment Partnership', was a Single Regeneration Budget funded scheme, to tackle racial harassment in Newham. It provided educative and support services.

Newham Monitoring Project (NMP)

Operating for the past 22 years, NMP see themselves as both a voluntary organisation and a pressure group working on addressing racial harassment in the East London area. They deal predominantly with the more direct forms of racial harassment involving violence and disputes. They have a 24hr free emergency number, available 365 days a year, operated by their office during the day and by volunteers in the evening. They have recently piloted a befriending project for 6-9 months involving outreach work to help victims recuperate from their racial harassment experiences.

Unfortunately NMP were unable to provide any client contact for this study. Clients who were thought to have an interest were contacted. By the end of the reporting deadline no clients had contacted the author. A key issue here was the project co-ordinator not being able to make a decision without the service board approval. However this agency might not have been able to yield many clients, as it does not monitor or ask questions of the client's employability.

Community Safety Unit (CSU), Newham Police

This unit based in Plaistow Police Station, houses the local authority's domestic violence unit, along with the racial harassment unit. Racial harassment incidents are reported here and transferred to the Council's Community Safety Officer, who collates the statistics. The CSU do not monitor their client's employment status, or how racial harassment affects the victims' employability. The Crime & Disorder Act 1998 demanded that the CSU, along with the public and voluntary sectors, set up the '*Partnership for Victims and Vulnerable People Forum*' (PVVP). This forum provides a regular platform for local agency managers to discuss key issues public safety issues, including racial harassment.

Conflict and Change

This support agency based in Newham deals with relatively few cases of racial harassment, as the majority of their clients needs are with neighbourhood disputes, domestic violence and other non-racially motivated conflicts. Race discrimination can sometime be an issue in case work, but on average 1-2 cases a year alone will deal directly with a racial harassment dispute. This is not to say that the service is not equipped to carry out racial harassment support but rather its remit is broader.

East Thames Housing

East Thames was recently awarded the contract (2004-2007) to provide mediation and support to victims of racial harassment and discrimination, in relation to housing, in Newham. There is an outreach service seeing victims of harassment who have been referred by the Newham Anti- Social Behaviour team. They will see around 80-90 cases a year, offering varied levels of support. They will not be able to take any referrals other than through the Newham Anti Social Behaviour team. Their work will be fed back through Newham's 'Victims and Vulnerable Partnership group'." East Thames takes over a year after ALERT ceased operations.

(ALERT – ceased operations March 2003)

ALERT delivered the mediation and support service for victims of racial harassment and discrimination, when it affected their housing, in Newham from 1998-2003.

SECONDARY AGENCIES

The following Secondary Agencies are available to clients who need employment specific advice/action regarding their racial harassment case.

Commission For Race Equality (CRE)

CRE are publicly funded and non-governmental bodies set-up under the Race Relations Act 1976, which operate throughout the UK. A key provider and funder on all matters of race equality, CRE are bound by law to consider all applications for assistance in cases of alleged discrimination. However, only a small number of cases will receive legal representation from the CRE.

London Discrimination Unit (LDU)

This Unit, formerly the Race Discrimination Unit, based at the Lambeth Law Centre, funded by the CRE, offers legal advice and representation to Londoners who have been discriminated because of race, gender, religion or belief in the workplace.

It only supports 80 cases a year throughout London. According to London Discrimination Unit, 95% of race discrimination cases that do not have legal representation fail.

ACAS Equality Services

(Advisory, Conciliation and Arbitration Service – ACAS)

Part of the Department for Trade & Industry, ACAS Equality Service is the main referrer for employment grievance by the Commission for Racial Equality. Many cases are resolved through ACAS as an alternative to Employer's Tribunals. Formerly the Race Relations Employment Advisory Service (RREAS), ACAS Equality Services looks after

the interests of people who have employment disputes and are in need of independent advice.

ACAS offers impartial advice to employees who are experiencing racial discrimination in the workplace, but its main responsibility lies with working with employers, predominantly in the private sector, advising them and offering training on their racial equality policies, ensuring robust and effective monitoring of staff ethnicity.

ACAS provides a confidential telephone helpline for employers and employees who are experiencing disputes in the workplace. The helpline offers advice on basic employment rights. The main agencies they will refer onto are Citizen's Advice Bureaux and Community Legal Services.

Trade Unions

Employees will often consult their union for them to give advice, offer representation on their case or liaise with their employer. The main Trade Unions encountered locally were UNISON, TGWU, and CMA.

Community Legal Service (CLS)

CLS provide information and advice about people's legal rights and help with enforcing them. Advice is initially free from a qualified legal adviser. Employees, who are eligible for Legal Aid, can get further free legal help and representation with their case, by phone and post. All advice given is confidential and independent.

Victim Support

One of the main services to record racial harassment in Newham. They provide support services and keep monitoring data of racial harassment statistics. They are also key players in the Newham's 'Partnership for Victims and Vulnerable People Forum' (PVVP).

Newham Citizens Advice Bureau (CAB)

One of the main services referred to by ACAS, CAB can offer independent and confidential advice to those who have racial harassment issues at work.

Race For Opportunity

A network of organisations working on race and diversity within the private business sector, addressing the benefits to business for having good race equality policies in place.

Reed in Partnership

A training and employment agency, which seeks to support the interests of BME employment, which include racial harassment in the workplace issues.

The Communities Empowerment Network (CEN)

CEN was established in 2000 with a grant from the National Lottery Charities Board. It provides advice, counselling, support, representation and training, for people experiencing mistreatment and disadvantage in education, especially exclusion from school. It provides face-to-face support, a telephone helpline, and judicial representation for young people experiencing harassment in education.

No More Limits

It offers many services for east London's Black and Minority Ethnic population ranging from CV advice, employment training, and counselling for domestic violence and racially harassed victims.

Davish Enterprise Development Centre Ltd

Based in Stratford, this legal team may offer free consultation and representation for race discrimination cases.

Edwards Duthie Ltd

Legal service providers of free/low cost help (if eligible for legal aid) on race discrimination.

Local MP's, Councillors, Local Strategic Partnership (LSP), Community Forum's

Though not consulted in this research, they could be another option for people to turn to. The author is unsure how well they are currently used, and how good they are in dealing with and supporting specific racial harassment affecting employability cases.

CONTACT DETAILS OF SUPPORT AGENCIES

Some of the following organisations have not been described in more detail above because they do not deal directly with racial harassment. They have been included because they could be useful, particularly in providing training, support and information, which could support people back into work, or help them to maintain employment. Some could be useful partners for referrals.

ACAS Equality Services Helpline: 084 5747 4747 Euston Tower, 286 Euston Road, London NW1 3JJ www.acas.gov.uk
Black Information Link Tel: 020 7582 1990 Suite 12 Winchester House, 9 Cranmer Road, London SW9 6EJ www.blink.org.uk
Black Training and Enterprise Group Tel: 020 7713 6161 Regent's Wharf, 8 All Saints Street, London N1 9RL www.bteg.co.uk
CAPA : Civil Rights Support and Advice Group Tel: 020 7729 2652 (emergency helpline) St Hilda's East Community Centre, 18, Club Row, London E2 7EY
Citizens Advice Bureau Newham (East End) Tel: 0870 126 4097 Stratford Advice Arcade, 107-9 The Grove, Stratford, London E15 1HP
Church Urban Fund Tel: 020 7898 1647 1 Millbank, London SW1P 3JZ www.cuf.org.uk
Communication Managers Association (CMA – trade union) www.amicustheunion.org
Commission for Racial Equality (CRE) Tel: 020 7939 0000 St Dunstan's House, 202-211 Borough High Street, London SE1 1GZ www.cre.gov.uk
Community Legal Services Tel: 084 5345 4345 Visit the Website to find the closest provider http://www.clsdirect.org.uk/directory/
Community Safety Unit, LBN Tel: 020 8430 2000. Ext. 23086 London Borough of Newham, East Ham Town Hall, Barking Road, London E6
Conflict and Change Tel: 020 8552 2050 2A Streatfield Avenue, East Ham, London E6 2LA www.conflictandchange.co.uk

<p>Davish Enterprise Developments Centre Tel: 020 8555 891737 Vicarage La, Stratford, London E15 4HG</p>
<p>Development Association of Skilled Africans (DASA) Tel: 020 7445 7743 C/O Froud Community Centre, 1 Toronto Avenue, Manor Park, London E12 5JF</p>
<p>E. Edwards Son & Noice Solicitors Tel: 020 8514 9000 Asda Centre, Tollgate Road, Beckton, London E6 5LX</p>
<p>East London Centre Tel: 0800 652 6666 (individuals) 64 The Broadway, Stratford, London E15 1NT www.eastlondoncentre.co.uk</p>
<p>East Thames Housing Tel: 084 5600 0830 3 Tramway Avenue, Stratford, London E15 4PN www.east-thames.co.uk</p>
<p>Employment Tribunal Offices (National) Tel: 01284 762171 100 Southgate Street, Bury St. Edmunds IP33 2AQ www.employmenttribunals.gov.uk</p>
<p>London Discrimination Unit Tel: 020 7737 9770 Unit 46 Eurolink Business Centre, 49 Efra Road, London SW2 1BZ</p>
<p>London Tamil Sangam (Tamil Community and Education Centre) Tel: 020 8471 7672 369, High Street North, Manor Park, London E12 6PG</p>
<p>Newham Monitoring Project (NMP) Tel: 020 8555 8151 Suite 4, 63 The Broadway, Stratford, London E15 4BQ www.nmp.org.uk</p>
<p>No More Limits Tel: 020 7474 1997 Unit 29, Water Front Studios, 1 Dock Road, London E16 1AG</p>
<p>One Love Centre Tel: 020 8472 1056 1 Bishops Avenue, Plaistow, London E13 0PU</p>
<p>Pier Training Shop Tel: 020 7473 0769 2 Pier Parade, North Woolwich, London E16 2LJ</p>
<p>Pro-help – pro bono solicitors Tel: 087 0600 2482 Business in the Community, 137 Shepherdess Walk, London N1 7RQ</p>
<p>Race Equality in Newham (REIN) Tel: 020 7473 5349 478 Barking Road, Plaistow, London E13 8QB</p>

<p>Race for Opportunity Tel: 087 0600 2482 Business in the Community, 137 Shepherdess Walk, London N1 7RQ www.raceforopportunity.org.uk</p>
<p>Race on the Agenda Tel: 020 7729 1310 Suite 101, Cremer Business Centre, 37 Cremer Street, Shoreditch, London E2 8HD www.rota.org.uk</p>
<p>Reed in Partnership Tel: 020 8548 2080 Opus Studios, 212 Plaistow Road, London E13 OAL www.reedinpartnership.co.uk</p>
<p>Runnymede Trust Tel: 020 7377 9222 Suite 106 The London Fruit & Wool Exchange, Brushfield Street, London E1 6EP www.runnymedetrust.org</p>
<p>Shoulder to Shoulder - Equipping People for Work Tel: 020 8519 2701 Brickfields Christian Centre, Welfare Road, Stratford, London E15 4HT</p>
<p>Shree Swaminarayan Hindu Mission (East London) Tel: 020 8534 2938 5 Leywick Road, Stratford, London E15 3DD</p>
<p>Stratford Employment Tribunal Tel: 020 8221 0921 44 The Broadway, Stratford, London E15 1XH</p>
<p>Transport and General Workers' Union (TGWU - trade Union) Tel: 020 7611 2500 Transport House, 128 Theobald's Road, Holborn, London WC1X 8TN www.tgwu.org.uk</p>
<p>Trade Union Congress (TUC) Tel: 020 7636 4030 Congress House, Great Russell Street, London WC1B 3LS www.tuc.org.uk</p>
<p>Victim Support Newham Tel: 020 8555 8254 Durning Hall, Earlham Grove, Forest Gate, London E7 9AB www.victimsupport.org.uk</p>

APPENDIX 2

NATIONAL ETHNIC MINORITY EMPLOYMENT TASKFORCE

In March 2003⁸ the Government launched the Ethnic Minority Employment Taskforce, which develops policies and programmes for participation in the workforce. Amongst the leaders of this, were Department for Work & Pensions and the Department of Trade & Industry. The taskforce also contains members from the CRE and non-governmental bodies such as ACAS, Confederation of Business Industry, Trade Union Congress, and private and public sector employees.

The Taskforce's strategy aims to:

- Double the size of the Race Relations Employment Advisory Service within ACAS. **This has happened.**
- Provide better guidance on using public sector procurement contracts to promote equal opportunities in the workplace. **This is ongoing.**
- Improve existing Tribunal system through better data-collection and transparency to reduce repeat offence by discriminatory employers. **Yet to happen.**
- Encourage the Commission for Racial Equality to make greater use of its general enquiry powers and engage stakeholders in agreeing actions in response. **This is happening.**
- Collect and publish data (done by the Department of Trade & Industry) on repeat offences by specific employers, in cases of racial discrimination that have been upheld. **This is ongoing.**

APPENDIX 3

Newham Recorder Article 23/6/04

if we can feature it.

Probe on racism in the workplace

WORKERS in Newham who have experienced racism are being sought to take part in a research project for a local charity.

A researcher from Canning Town-based Community Links is hoping to interview more than 60 people about encountering verbal, mental or physical abuse at work.

The feasibility study will be used to help determine a need in the borough for a permanent employment support service for the victims of racial discrimination.

REPORT By NINA BRYANT

Rodrigo Correa, who will be conducting the informal interviews, said that although general support exists, those who want advice on harassment in the workplace may need more employment-specific help.

The information collected in confidence by Rodrigo will appear in a report to be presented to Racial Equality Newham in July, after which time a decision will be made

as to whether funding will be sought to run the proposed service. The study aims to collect information from people of any age and in any line of work. Rodrigo would also like to hear from people who are out of work as a result of prejudice experienced in the past.

Interviews can take place during the daytime, in the evening or at weekends and respondents will be rewarded for their time.

For more information contact Rodrigo on rcorrea@onetel.net.uk or telephone 074746 676656.

AVOID ALL THE TRAFFIC JAMS WITH ROADWATCH

TEMPORARY traffic lights are in operation on the A13 Newham Way in Stephenson Street, Canning Town, until further notice.

Strengthening works are taking place in the A13 in Tower Hamlets at Regent's Canal

bridges over the River Lea.

An underpass has opened at Prince Regent Lane, Custom House, with linked slip roads and signal-controlled crossings.

Notes

1. The 1990 Trust position paper on Employment, November 2002
http://www.blink.org.uk/docs/napar_1990_response/employment.pdf
2. Community Safety Unit (2004) 'Racial Incidents 2003/04', Newham Town Hall, LBN
3. Newham Household Panel Survey (2003) Wave 1, Report D
4. Newham Victim Support (2004) 'New Scheme National Office Statistics', report compiled 01/01/2002- 06/09/2004
5. Community Action Team (2003) 'Tackling Racial Harassment in South Newham: A Community-led Approach.'
6. The manager for 'No More Limits' suggested that racial harassment acted as a precursor to domestic violence, particularly amongst Black African women.
7. All names have been changed to protect confidentiality; however the fictitious names reflect the interviewees ethnic background.
8. See Home Office Strategy Unit Paper entitled 'Ethnic Minorities and the Labour Market' (2003)
