

Our Rights, Our Choices:

Meeting the information needs of black and minority ethnic disabled people

Laying the foundations for black and minority ethnic and disability organisations

Disability Rights Commission and Centre for Education in Racial Equality in Scotland (CERES)

Disability Rights Commission

The Disability Rights Commission (DRC) is an independent body, established by Act of Parliament to eliminate the discrimination faced by disabled people and promote equality of opportunity. When disabled people participate – as citizens, customers and employees – everyone benefits. So we have set ourselves the goal of “a society where all disabled people can participate fully as equal citizens.”

We work with disabled people and their organisations, the business community, Government and public sector agencies to achieve practical solutions that are effective for employers, service providers and disabled people alike.

There are 8.6 million disabled people in Britain – one in seven of the population. This covers people with epilepsy, cancer, schizophrenia, down’s syndrome and many other types of impairment.

Under the Disability Discrimination Act 1995, many legal rights and obligations affecting disabled people’s access to services and employment are already in force. Others become law in 2004.

Many people are still not aware that they have many new rights. Employers and service providers are often unsure how to implement “best practice” to make it easier for disabled people to use their services or gain employment.

The DRC has offices in England, Scotland and Wales. For further details of how we can help you, please contact our Helpline – contact details are featured on the back cover of this publication.

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Foreword

It has long been recognised that disabled people, regardless of race or ethnicity, have been subject to discrimination and prejudice as of course have black and ethnic minority people. However, understanding of the complex inter-relationship of disability and race in relation to discrimination remains relatively unexplored.

Tackling the discrimination faced by black and minority ethnic disabled people is an important task in its own right. This document is intended to help, by describing the views of black and minority ethnic disabled people, setting out what the Disability Rights Commission (DRC) has done and intends to do on this matter, and to propose practical steps which can be taken by all organisations that offer information and advice for this group.

The legislation aimed at tackling discrimination in the UK is based on a 'strand by strand approach', i.e. separately with respect to disability, race, gender etc. The Government however has announced plans to establish a new single Commission for Equality and Human Rights (CEHR) possibly to come into operation by 2007. The DRC also hopes that this publication will contribute to tackling multiple and complex forms of discrimination, in this case the particular difficulties that some disabled people face as a result of also being from an ethnic minority group.

The DRC is pleased to be able to take forward this initiative but we recognise that we and others need to do much more. Look forward to addressing these challenges.

Bob Niven
Chief Executive, Disability Rights Commission

Section 1: Introduction

The Disability Rights Commission (DRC) operates a range of services available to members of the public requiring assistance with disability discrimination issues.

In 2003, the DRC undertook to implement the monitoring duty of the Race Relations Amendment Act 2000 (RRAA) and has assessed the accessibility of its services to black and minority ethnic disabled people. The aim of doing this is to ensure these services are culturally competent, appropriate and best able to meet the needs of a diverse range of disabled people.

In reviewing take up of its services, the DRC found that people from black and minority ethnic groups are statistically well represented in proportion to the general GB population (see Appendix 1). However, it is less clear that this is the case with a number of other service providers. The DRC itself must ensure that we keep pace with developments including the growing proportion of the GB population that will comprise of black and minority ethnic people over the next decade and beyond. Consequently, working in partnership with a range of existing service providers (see Appendices 2 and 3) the DRC has sought to improve understanding of the information needs of black and minority ethnic disabled people.

The findings and recommendations contained in this document are based on an analysis of responses to a postal based questionnaire survey and participant

feedback at three consultation events hosted by the DRC in Autumn 2003.

The consultation with black and minority ethnic disabled individuals, disability and black and minority ethnic focussed organisations, showed that services appear to be unsuccessful in providing adequate rights based information to black and minority ethnic disabled people.

This document aims to assist agencies to evaluate their current practice in relation to existing anti-discrimination legislation and identify recommendations for improving future practice.

Section 2: The Disability Discrimination Act 1995

The Disability Discrimination Act 1995 (DDA) came into force in December 1996 and introduced new laws and measures aimed at eliminating the discrimination that many disabled people face.

The main provisions of the Act are to protect disabled people in the areas of

- employment
- access to goods, facilities and services
- education

In relation to providing services, the DDA has been introduced in three key stages

- since 2nd December 1996 it has been against the law to treat disabled people less favourably than other people for a reason related to their disability
- since 1st October 1999 service providers have had to make reasonable adjustments for disabled people, such as providing extra help or making changes to the way they provide their services
- from 1st October 2004 service providers may have to make other reasonable adjustments to their premises so that there are no physical barriers stopping or

making it unreasonably difficult for disabled people to use their services

The DRC have produced a Code of Practice for Service Providers about the DDA. It provides information and guidance on how reasonable adjustments should be made and is available from The Stationery Office.

Further guides and information about the DDA can be obtained from the DRC Helpline.

The Government has published a new Disability Bill with further important extensions of disability rights, including the establishment of a positive duty on all public sector bodies to promote disability equality (see Appendix 4)

Section 3: The Race Relations Act 1976 (RRA) and Race Relations (Amendment) Act 2000

3.1 The Race Relations Act

The RAA provides protection to individuals experiencing discrimination on the grounds of colour, race, nationality, ethnic or national origins.

It protects individuals from discrimination in the areas of

- employment
- goods, facilities and services
- education

The RRA was amended by the Race Relations (Amendment) Act 2000.

3.2 The Race Relations (Amendment) Act

The new amended Act came into force on 2nd April 2001 and gives public authorities and other organisations a statutory duty to promote race equality. This is known as the Public Sector Duty (see Appendix 5).

The aim of the Act is to ensure public authorities provide fair and accessible services and improve equal opportunities in employment for people covered by the RRA.

The Commission for Racial Equality (CRE) has produced statutory Codes of Practice for the both the RRA and RRA(A). It has also produced four non-statutory guides in relation to the RRA(A), to help public bodies in England and Wales meet their duty. There is a separate RRA(A) code and guidance for authorities in Scotland.

These can be found at www.cre.gov.uk

Section 4: Approaches to discrimination

4.1 The reality of multiple equality discrimination

Double and multiple discrimination is a complex subject.

Services need to be developed in a fully inclusive manner in order to ensure the complex needs of different stakeholders can be fully and equally met. Disabled people and non-disabled black people frequently experience discrimination but black and minority ethnic disabled people experiencing discrimination often remain unclear whether they are being discriminated against on the grounds of colour, race, culture or disability.

The experience of people affected by more than one form of equality discrimination is known as multiple discrimination.

In order to meet the needs of black and minority ethnic disabled people, information providers will need to increase their awareness of the complex equality issues affecting their service users.

Descriptions of the different forms of discrimination can be found at Appendix 6.

4.2 Developing an anti-racist and multicultural approach

To meet the needs of black and minority ethnic people, organisations should be both multicultural and anti-racist in their approach and ethos.

A multicultural approach is one that acknowledges, celebrates and values difference and diversity.

Organisations that adopt a multicultural approach will develop an inclusive and flexible approach to service provision taking into account issues of ethnicity, culture, language and faith.

However, a multicultural approach may acknowledge difference but in itself may not challenge racism. Organisations need to take a clear and active role in developing strategies to recognise and challenge racism.

An anti-racist approach is one that will not tolerate the existence of racism or racial discrimination and will take appropriate action to challenge it.

Organisations that adopt an anti-racist approach will consistently work toward the identification of any discriminatory actions and promote an inclusive workplace environment that will not tolerate racism or racial discrimination on any level within the organisation.

4.3 Toward good practice for black and minority ethnic disabled people

Good practice starts with acknowledging, recognising and responding appropriately to the diversity of people's backgrounds. It should seek to counteract discriminatory attitudes and procedures in a manner that becomes a routine aspect of how an organisation works.

For many organisations working mainly on race related issues, this means recognising and understanding how disability in all its forms affects their work. Equally for organisations working mainly on disability issues, this means examining their values and practice for racism in all its forms.

It is important for organisations to consider the implications of racism as well as disability within their policies, procedures and practices. Consideration should also be made to age, gender, sexual orientation, religion and belief etc.

There are a number of self-evaluation toolkits available to assist organisations to identify what actions need to be taken in order to address diversity.

A 'sample' toolkit is provided at Appendix 7.

The Equality Standard for Local Government provides a comprehensive framework for diversity auditing. Whilst developed for Local Authorities in England and Wales, many of the Quality Indicators can be adapted to meet the requirements of smaller organisations. It is available from the DIALOG unit at the Employers Organisation for Local Government (See contacts - Appendix 10).

Advice and Information providers should also consider how evidence used to achieve the Quality Mark, can demonstrate provision for black and minority ethnic disabled people.

Section 5: Summary of issues emerging from the DRC consultation

The DRC survey and consultations revealed that overall the experience of black and minority ethnic disabled people appears to be one of **comprehensive marginalisation**.

Participants were asked to identify the strengths and weaknesses of organisations in meeting the information needs of black and minority ethnic disabled people and the factors that might affect access to this information.

The majority of participants had difficulty in identifying good practice but where individuals were able to do this, they also reported feelings of being valued and included as equal citizens.

The difficulties and issues identified as needing to be addressed by organisations are listed under different categories.

5.1 Access to Information and Communication

Participants identified the following issues

- poor experiences of marketing of services to black and minority ethnic communities
- difficulty in accessing appropriate and culturally sensitive information from organisations

- the failure of mainstream authorities/services to produce and distribute specifically-targeted communications
- the failure of service providers to plan for the costs of providing translation/interpreting services or alternative formats
- lack of expertise to help organisations to adapt policy and practices in a culturally sensitive and appropriate way (particularly if these policies and practices are perceived as being faith related)

5.2 Attitudes and awareness

Participants raised the following issues

- a general low awareness of service providers about disability and in particular 'invisible impairments'
- failure of services to empower the individual and a general attitudinal 'negativity' to people with complex communication requirements
- the need to develop a more informed knowledge of the principles of the "social model" of disability in black and minority ethnic communities in order to have informed debate (see Appendix 8)
- the increased risk of speakers of community languages being viewed as 'problems'

- black and minority ethnic disabled people being seen by some agencies as non-conformist in their outlooks, expectations and needs, i.e. they are seen 'not to fit' the services available
- low numbers of black and minority ethnic people in the local population being cited as a reason for inattention to meeting the rights and requirements of black and minority ethnic (disabled) people
- the tendency for some professionals to act as gatekeepers, inhibiting access to services and service-related information
- the low level of 'race' equality-trained and black and minority ethnic staff
- the 'stereotyped' perception that black and minority ethnic families "look after their own" and therefore do not always access services
- the lack of research into service access issues for black and minority ethnic disabled people

5.3 Planning

Participants raised the following issues

- The lack of accurate data on black and minority ethnic disabled populations being used in order to plan services

- public bodies need to use their influence in respect of funding and ensure effective monitoring of services
- low levels of funding and the consequent poor performance of specialist services to black and minority ethnic disabled people
- the tendency of the public sector to place unreal expectations on poorly funded voluntary organisations
- the failure of organisations to address the poverty related issues which disproportionately affect disabled and black and minority ethnic people
- the area/regional variability of service availability and quality i.e. the "postcode lottery"
- the poor funding levels for race or disability equality work, sometimes claimed to be justified by having few or no black and minority ethnic disabled service users
- the perceived 'lack of accountability' of organisations on race and disability equality matters
- the increased risk of services and institutions that are not designed to include black and minority ethnic disabled people being inflexible and culturally insensitive
- the lack of accurate monitoring and recording of take-up of services by black and minority ethnic disabled people

- the unrepresentative nature of staffing which may deter potential black and minority ethnic disabled service users from 'feeling' the service will address their specific needs
- the lack of joint working between the public sector and voluntary sector to identify, share and proactively develop good race equality and disability equality practices
- the complex and ineffective nature of many institutional complaints procedures
- the tendency for providers of services to segregate the issues and therefore increase the risk of delivering segregated services
- the narrow scope of "consultations" carried out by organisations leading to the exclusion of black and minority ethnic disabled people
- assumptions made by service providers that they 'know best'
- the lack of, or poor publicizing of Equal Opportunity Policies (EOP) and strategies that include specific targets and are action-oriented

5.4 Legislation

Participants identified the following issues

- agencies need to develop and demonstrate a better understanding of their duties and requirements under the RRA(A) and DDA.
- immigration and asylum laws and how these are applied may result in some black and minority ethnic disabled people and their families experiencing increased poverty, isolation and exclusion
- current equality and other legislation is weak and in need of government commitment to strengthen it

5.5 Issues and Problems Relating to Particular Services

Participants also identified particular issues about accessing information from key public sector providers.

5.5.1 Health

The following views were expressed

- the NHS in general, and hospitals in particular, lack effective professional links with other service providers for black and minority ethnic disabled people

- health services in general fail to produce and make available appropriate information for black and minority ethnic disabled people
- the failure of services to effectively address 'cultural' and linguistic issues in diagnosis and treatment (examples given included lack of translation/interpreting services, the euro-centric nature of most counselling services)

5.5.2 Social Work/Services

The following views were expressed

- There is a lack of provision made by Social Work/Social Services departments of accessible and understandable information about support available to carers for black and minority ethnic disabled people.
- black and minority ethnic people may be reluctant to use social services for fear of stigmatisation and they may not see these as services that can offer culturally appropriate information

5.5.3 Education

The following views were expressed

- concerns that higher education institutions in particular appear to fail to undertake or make public their ethnic monitoring and reporting systems

- the increased risk that some speakers of English as an Additional Language (EAL) are misdiagnosed as having learning disabilities
- the increased risk that some hearing impaired black and minority ethnic people who do not speak English are viewed as 'slow'
- the failure to include disability and race equality awareness in the school curriculum and in the training of school, further and higher education staff

5.5.4 Employment

The following views were expressed

- black and minority ethnic disabled people tend not to use employment finding services for information about employment because of a perceived risk of discrimination on the grounds of both race and disability
- where Racial Equality Councils (REC's) have closed, information about jobs has become less available

5.5.5 Cross-Service Perspectives

The following views were expressed

- in the fields of information provision and facilitating contacts, both the DRC and the CRE will have important contributions to make, separately and collaboratively

- there continues to be a lack of visible black and minority ethnic disabled people and their advocates involved in service development and improving service performance
- black and minority ethnic disabled people need to be enabled to play a more central role in developing policy and practice in the disability field

It is important to note that it is often the case that the disability related issues faced by black and minority ethnic disabled people are similar to those experienced by white disabled people. However black and minority ethnic status tends to accentuate these difficulties.

5.6 Issues faced by black and minority ethnic disabled people within black and minority ethnic communities and specific service provision

While many of the difficulties faced by black and minority ethnic disabled people in relation to racism are reported to be linked to ignorance or insensitivity to their cultural, faith or linguistic requirements, disability related issues were identified as causes for discriminatory and exclusionary beliefs and practices within black and minority ethnic communities and specialist service providers.

Participants identified these issues as having significant consequences in terms of access to rights based information.

The following issues were identified

- people may fear disclosing impairments or conditions to relevant services because of the 'negative' response this may generate from within the individuals own ethnic community
- some black and minority ethnic disabled people face particular barriers and difficulties within their own communities because of the lack of information in the wider community on disability matters
- black and minority ethnic disabled women find particular problems in obtaining access to information about care and support within their own communities as well as in "the mainstream"
- black and minority ethnic disabled people are often not networked within their own communities and have little or no contact with disabled white people; this is accentuated in areas of low black and minority ethnic settlement, resulting in extremes of isolation
- some families may prefer to keep issues affecting their disabled members "under wraps" rather than to assert their rights and entitlements and ask for appropriate support or provision
- the concept and aim of 'independent living' may require elaboration, consultation and negotiation in minority ethnic communities where it is an unfamiliar concept and there is a perceived risk it may appear to

downplay the role of the family and traditions of interdependence

- community language speakers may have low literacy levels and the production of information in written format can therefore be problematic
- translation of jargon presents difficulties and it is not always possible to make a literal translation of terminology
- aspects of disability, such as mental health related issues are often experienced as being taboo in some sectors of black and minority ethnic communities and cultures. Not enough is currently known about which impairments, cultural and community groups this applies to
- the increased risk in some communities that disabled people are perceived as having an impairment for reasons other than biological causes which can lead disabled people and/or their families to experience exclusion, 'guilt' and/or 'blame'
- some black and minority ethnic services have not developed inclusive rights-based approaches in the provision of rights based information
- black and minority ethnic led agencies or those who service the black and minority ethnic communities
 - i. do not always work together with disability agencies

- ii. compete amongst themselves
 - iii. may not be accessible to disabled people
 - iv. may lack awareness about disability rights and entitlements
 - v. may have uninformed and therefore unhelpful attitudes
 - vi. lack the funding and resources to respond appropriately to the individual or collective requirements of disabled service users
- some black and minority ethnic disabled people do not wish to use specialist black and minority ethnic organisations and therefore require their rights based information needs to be met by fully inclusive mainstream services

5.7 Good Practice

Examples of good practice and measures that had been taken in order to ensure appropriate service delivery to black and minority ethnic disabled people included

- provision of translation/interpreting as standard good practice
- supported referral, information provision and advocacy
- training bilingual staff in signing and social care

- using and promoting Language Line
- targeted publicity and outreach
- technological upgrading
- improved visibility and accessibility to black and minority ethnic disabled people through customising information and publicity
- consultation with relevant black and minority ethnic organisations and individuals about specific needs and perspectives
- ensuring when consultation has taken place that active feedback is given to participants on the actions to be taken

Section 6: The Disability Rights

Commission: Relevant DRC action so far

In addition to our service-related and own recruitment policies, the DRC has undertaken the following work

- placed a strong emphasis on links with black and minority ethnic communities as part of our Yorkshire & Humberside pilot scheme of partnership and capacity building
- developed strong partnerships with disability and black and minority ethnic organisations in Scotland in order to develop a multi-agency action plan designed to improve access to information for black and minority ethnic disabled people
- drawn up the DRC's first Race Equality Scheme (RES) and related action plan under the Race Public Sector Duty provision of the Race Relations (Amendment) Act 2000
- hosted conferences and consultations with disabled black and minority ethnic disabled people, organisations and communities, leading to the development of this publication on meeting the information needs of black and minority ethnic disabled people

- ensured availability of our documents in community languages and provided the DRC’s language line facility
- provided diversity training for all staff including running the first cross-DRC “Diversity Day”, involving workshops, discussions and other activity on race and other equality issues

From now on

The DRC will continue to seek progress and there is major scope within key aspects of the DRC’s new Strategic Plan to reduce the disadvantages and “close the gaps” faced by disabled people in the black and minority ethnic communities.

We will continue with both our present specific black and minority ethnic activities and an augmented set of benchmarks and measures for assessing the DRC’s performance on black and minority ethnic issues.

We shall be guided throughout by the contents of this document.

As part of the DRC’s commitments we will ensure

- we develop baselines to help measure subsequent progress towards our targets within the main thematic programmes (employment; education; goods, services and transport; and health, social care and independent living). We will ensure these baselines

are inclusive and incorporate a black and minority perspective

- Formal Investigations undertaken by the DRC include black and minority ethnic impact assessments
- in taking forward the disability Public Sector Duty (PSD) we will work with the CRE to ensure that the race and disability PSDs serve to increase knowledge about access to public services among black and minority ethnic groups, and that all public bodies are aware of and confident to tackle relevant issues. We will also work with the EOC and other equality bodies on relevant issues
- in expanding the DRC's programme of external partnership-building and transference of expertise, there will be a continuing strong element with respect to black and minority organisations (including tackling cultural and attitudinal barriers where they exist)
- in the DRC's work to support and strengthen leadership by disabled people, there will be a specific strand relating to black and minority ethnic people
- we will disseminate and publicise the summary version of this publication on a widespread basis to relevant DRC stakeholders
- the expected next Formal Investigation by the DRC (into quality of health care for disabled people particularly those with learning disabilities and mental

health problems) will include a focus on black and minority ethnic communities

- in the DRC's communications work to increase awareness of rights among disabled people and their confidence in using them, our targets will include increasing awareness and confidence in the black and minority ethnic communities and also amongst relevant intermediary bodies. We will also review take-up and usage of our tailored and translated materials

These objectives and activities will form key components in our enhanced Race Equality Scheme and related action plans which will cover all the functions of the DRC. The Scheme, overall action plan and related internal roles and responsibilities will be published on the DRC Website together with regular reports on progress.

Section 7: Suggested action points for community groups seeking to improve access to information for black and minority ethnic disabled people

The core purpose of the research and consultation process was to assess and determine the extent to which black and minority ethnic disabled people receive much needed and appropriate services.

Based on the issues raised in this document, the following action points are made for each key stakeholder group.

Respondents suggested that organisations working with black and minority ethnic communities need to take specific actions in order to address disability equality whilst disability organisations need to take specific actions in order to address race equality.

The following action points have therefore been separated to reflect these different requirements. In doing this, the DRC has not made assumptions that disability organisations are already efficient in understanding and promoting disability equality or that organisations for black and minority ethnic communities are efficient in understanding and promoting race equality.

Addressing multiple equality identity issues in the longer term will require agencies to develop action plans that

reflect the inter-relationship of equality issues rather than produce plans that keep them separate.

7.1 Organisations led by or working with disabled people

1. Produce and Implement Race Equality Action Plans

It is recommended organisations should

- produce a Race Equality action plan as a matter of best practice
- audit all existing policies and procedures to ensure that they can begin to meet the diverse and different needs of black and minority ethnic disabled people
- Attach a race equality impact statement to each new policy or initiative developed

The CRE website www.cre.gov.uk has codes of practice and advice on what should be included in an action plan

A sample toolkit is provided at Appendix 7. It is not intended to present a comprehensive audit process, but to give you an idea of how to structure an audit and to translate existing toolkits into an assessment process that will meet the requirements of black and minority ethnic disabled people

2. Raise organisational awareness of the Race Relations (Amendment) Act 2000

It is recommended organisations should

- provide training to ensure the organisation's board, staff and volunteers understand the requirements of the Race Relations (Amendment) Act 2000
- provide staff development on how racism in all its forms can affect attitudes and service provision for black and minority ethnic individuals
- provide time for all those who manage, work and volunteer within the organisation to develop both a multicultural and an anti-racist approach

Contact the DRC Helpline for advice and information on the Disability Discrimination Act 1995 (DDA)

Telephone: 08457 622 633

Text phone: 08457 622 644

Fax: 08457 778 878

Email: enquiry@drc.org.uk

Website: www.drc.org.uk

Contact your local Racial Equality Council (REC) to provide advice on race equality training as well as information about the Race Relations (Amendment) Act 2000 For information about your nearest REC

E-mail: info@cre.gov.uk

Use the video 'Blue Eyes and Brown Eyes' by Jane Elliot to stimulate discussion and raise awareness on the impact of racism. A copy of the video can be purchased from Concord Video & Film Council Ltd, 22 Hines Road, Ipswich, Suffolk IP3 9BG
Tel: 01473 726012

Visit www.antiracisttoolkit.org.uk which provides staff development exercises and resources for education staff however aspects of the website are relevant for anyone wishing to explore racism in greater detail

3. Develop an Ethnic Monitoring Framework

It is recommended organisations should

- ensure accurate data is collated and used effectively in client/user records to include data on ethnicity
- collate and evaluate baseline data on ethnicity to establish current
 - i. staffing profiles (at all grades and levels)
 - ii. volunteer profiles
 - iii. service users profiles
 - iv. members of the Board of Management or Management Committee

- attempt to identify the ethnic make up of the geographical area their service provision covers (Economic Development Departments within Local Councils gather this information as a part of their function)
- include ethnic monitoring questions in equal opportunities monitoring forms and supply an explanation as part of their recruitment packs for staff, volunteers and members of the Board of Management
- monitor which agencies make referrals of black and minority ethnic disabled people to the organisation
- where agencies do not make referrals of black and minority ethnic people ask them why this is

Contact the CRE website to find out more about ethnic monitoring. Go to www.cre.gov.uk and click on 'Good Practice'

Sample ethnic monitoring forms can be obtained from local authorities or Councils for Voluntary Organisations (CVOs)

4. Set organisational targets for recruitment and Ethnic Monitoring data

It is recommended organisations should

- use the baseline audit results to consider and establish organisational targets to ensure inclusion for

black and minority ethnic disabled people within any business or service provision planning

- ensure equality in any recruitment and selection process by evaluating practice so all stages are fully accessible to people with different access needs eg language
- ensure discussion takes place with black and minority ethnic communities as part of improvement planning

Organisations can find out more about good practice in the areas of equality and diversity recruitment and selection by contacting either the DRC or CRE. Further assistance may be available direct from funding providers

Ethnic monitoring data collected and analysed can be used for reporting progress towards targets in annual reports

5. Develop sensitivity to and understanding of racial diversity

It is recommended organisations should

- provide staff with appropriate training to develop an informed understanding of cultural and religious issues
- recognise and promote organisational awareness of the complex and diverse experiences of disabled

people from different black and minority ethnic communities

- assess how gender-based issues may impact on the take up of a service

Organisations may wish to refer to the publication by Nasa Begum *'Beyond Samosas and Reggae: A guide to developing services for Black disabled people'*. This book provides advice and guidance on how to

- develop different community outreach techniques
- how to consult more effectively with black and minority ethnic disabled people
- make services more accessible for black and minority ethnic disabled people
- ensure assessment practices do not indirectly discriminate
- consider race aspects within care management
- develop independent living for black and minority ethnic disabled people

This book can be obtained from the Kings Fund. Go to

www.kingsfund.org.uk or contact them on

Tel: 020 7307 2591, Fax: 020 7307 2801 or by e-mail to

bookshop@kingsfund.org.uk

6. Make links with organisations working with black and minority ethnic individuals and communities

It is recommended organisations should

- compile a list of black and minority ethnic organisations in their local area that can be contacted for information and advice on particular aspects of race, faith and culture
- identify local and national agencies that can provide interpretation and translation services so that appropriate and relevant skills can be identified and used as the need arises*
- inform staff of the availability of Language Line services
- factor in additional costs to funding applications in order to meet the needs of black and minority ethnic disabled people including the provision of interpreting and translation services
- promote and provide information about their organization at events or places where black and minority ethnic people will be in attendance e.g. melas, places of worship, cultural centres etc.

For further help on meeting these recommendations contact

- the local or nearest Racial Equality Council

- the local Council for Voluntary Organisations office(CVO)
- the local authority (most have Equal Opportunities officers) and/or seek assistance from key funding supplier(s)

*The publication 'Scottish Formats Resource' is available at www.update.org.uk It provides details of a wide range of organisations who provide translation and interpretation services, including production of alternative formats

7.2 Organisations working with black and minority ethnic people

1. Embed disability issues into the work of the organisation

It is recommended organisations should

- review their aims and objectives and ensure the inclusion of disabled people
- ensure impact assessments are made on all organisational policies and activities to ensure the inclusion of disabled people
- consider how different cultural and faith requirements relate to disability rights issues

For further information about meeting these recommendations

Contact the local Council for Voluntary Organisations (CVO) and ask for information about local disability led organisations

Contact the local authority (most have Equal Opportunities officers) and/or funders and ask for information about local disability led organisations

2. Raise organisational awareness of the different forms of disability and the impact of disability

It is recommended organisations should

- provide training to ensure the organisations board, staff and volunteers understand the requirements of the Disability Discrimination Act 1995
- provide staff development on how disability in all its forms can affect attitudes and service provision for disabled people

The DRC has produced a short video to raise awareness of the everyday barriers disabled people can face. To obtain a copy of the DRC's 'Talk' video contact the DRC Helpline

Telephone: 08457 622 633

Text phone: 08457 622 644

Fax: 08457 778 878

Email: enquiry@drc.org.uk

Website: www.drc.org.uk

Visit The Disability Archive UK

<http://www.leeds.ac.uk/disability-studies/archiveuk/index.html>

Contact the local Council for Voluntary Organisations (CVO) and ask for information about local disability led organisations

Contact the local authority (most have Equal Opportunities officers) and/or funders and ask for information about local disability led organisations

3. Conduct an audit to identify the extent of inclusion of disabled people in the organisation

It is recommended organisations should

- seek to understand their duties under Part III of the DDA (goods and services)
- ensure accurate data is collated and used effectively in client/user records to include data on disability
- collate and evaluate baseline data on disability to establish current
 - i. staffing profiles (at all grades and levels)

- ii. volunteer profiles
 - iii. service users profiles
 - iv. members of the Board of Management or Management Committee
- include disability monitoring questions in equal opportunities monitoring forms and supply an explanation as part of their recruitment packs for staff, volunteers and members of the Board of Management
 - develop an action plan to improve access to the organisation for disabled people, including access to buildings
 - monitor which agencies make referrals of disabled people to the organisation
 - where agencies do not make referrals of disabled people ask them why this is

Contact the DRC Helpline for advice and information on the Disability Discrimination Act 1995 (DDA)

Telephone: 08457 622 633

Text phone: 08457 622 644

Fax: 08457 778 878

Email: enquiry@drc.org.uk

Website: www.drc.org.uk

Sample monitoring forms can be obtained from local authorities or Council for Voluntary Organisations

4. Set organisational targets for employment

It is recommended organisations should

- seek to understand their duties under Part II of the DDA (employment)
- undertake an audit of employees to ensure inclusion of disabled people within the workforce
- undertake a review of all organisational policies, procedures and practices to ensure they are not discriminatory to disabled people
- ensure equality in any recruitment and selection process by ensuring application materials are available in a range of alternative formats
- ensure interview procedures take into account any reasonable adjustment requirements of applicants
- ensure reasonable adjustments are provided to disabled employees (new or existing)

Contact the DRC Helpline for advice and information on the Disability Discrimination Act 1995 (DDA)

Telephone: 08457 622 633

Text phone: 08457 622 644

Fax: 08457 778 878

Email: enquiry@drc.org.uk

5. Make links with organisations working with disabled people or led by disabled people

It is recommended organisations should

- compile a list of disability organisations in their local area who can be contacted for information and advice on particular aspects of impairment and disability
- identify local and national agencies that can provide interpretation services so that appropriate and relevant skills can be identified and utilised as the need arises
- inform staff of the availability of disability helpline services
- identify organisations that can help with making reasonable adjustments and advise on how to adapt services and provisions to ensure improved accessibility for all disabled people
- factor in additional costs to funding applications in order to meet the needs of disabled people including making provision for communication in accessible formats and interpreting services
- promote and provide information about the organisation at events or places where disabled

people will be in attendance e.g. schools, health centres, hospitals etc.

For further help on meeting these recommendations

Contact the DRC Helpline for advice and information on the Disability Discrimination Act 1995 (DDA).

Telephone: 08457 622 633

Text phone: 08457 622 644

Fax: 08457 778 878

Email: enquiry@drc.org.uk

Website: www.drc.org.uk

Contact your local Council for Voluntary Organisations

Contact the local authority (most have Equal Opportunities officers and Disability Access/Equality Officers)

Contact your local Job Centre Plus (for employment related assistance)

In Scotland, contact Scottish Disability Equality Forum (SDEF) and ask for information about local Access Panels www.sdef.org.uk

6. Develop anti-disabilist and disability inclusion policies (within a Human Rights framework) that recognises the diverse range of needs and interests of disabled people

There is an issue as to how the rights and entitlements of black and minority ethnic disabled people might be limited due to a range of factors such as gender, social class, cultural and faith background, ability to speak English etc.

An approach based on human rights will recognise individual rights and entitlements and will focus on developing service provision based on the needs of individuals appropriate to their situation.

Organisations should

- include a clear anti-disabilist approach within any equality or inclusion policy they develop
- ensure inclusion policies are complimentary to universal human rights. This will allow organisations to be sensitive to different cultural and faith practices and beliefs but set these within the framework of Human Rights law and principles

The following will be able to assist to embed a Human Rights approach to your work

The Scottish Human Rights Centre

146 Holland Street,
Glasgow G2 4NG
Tel: 0141 332 5315
Fax: 0141 332 5309
Email: info@scottishhumanrightscentre.org.uk

Liberty
21 Tabard Street, London SE1 4LA
Tel: 020 7403 3888
Fax: 020 7407 5354
Email: info@liberty-human-rights.org.uk

Conclusion

The key message emerging from the DRC consultations and survey is that the rights and requirements of black and minority ethnic disabled people are not currently being well met by the majority of information and service providers with whom they come into contact.

The majority of participants in the DRC work stated their needs were not being appropriately met.

It is clear that the majority of current services (private, public or voluntary) are still not well equipped to take on board the complex needs of disabled black and minority ethnic people. The action points included in this guidance document are intended to be used as a guide for organisations to begin to develop a strategy for continuous improvement in this area.

The measure of success will be when changes can be evidenced, and reported positively by black and minority ethnic disabled people.

Appendix 1 - Statistics

The 2001 Census estimated that 8% of the GB population (4.6 million people) are from an ethnic minority group, see table 1 for the analysis of this figure.

Ethnic Group	Number of People
Asian or Asian British	2.3 million
Black or Black British	1.2 million
Mixed Ethnic Origin	678,695
Chinese or other Ethnic Groups	472,583
Total	4.6 million
Source: 2001 Census	

There are significant geographical population variations between and within Great Britain, see table 2.

Country	No. of ethnic minority people	% of ethnic minority people within each country's total population
England	4.5 million	8%
Scotland	101,677	2%
Wales	61,580	2.1%
Source: 2001 Census		

Ethnic minority groups have a younger age profile than white groups in Britain, see table 3.

Table 3 Age profile of ethnic minority groups and white groups in GB		
	% aged under 16 years	% aged over 65
Ethnic Minority Group	30%	5%
White Group	19%	17%
Source: 2001 Census		

The Labour Force Survey 2003, detailed that 8% of disabled people of working age in Britain are from a BME group, see table 4. The highest percentage of black and minority disabled people of working age were of Asian origin (53%) followed by 23% of Black origin.

Table 4 Disabled people of working age in Britain from a BME Group	
Number of BME disabled people	% of BME disabled people
528,535	8%
Source: Labour Force Survey Autumn 2003	

Disability in the black and minority ethnic communities is a relatively under-researched area. Types of impairment appear to be distributed across these communities in a broadly similar pattern to that which applies for the rest of the population, although sickle cell-related conditions are more prevalent in the black communities. There is evidence of a greater propensity to diagnose schizophrenia and other psychotic disorders among

African-Caribbean people than among the rest of the population and of a lower propensity to diagnose depression.

Below are some key figures that have been collated by the DRC:

- Over 10% of the 120,000 callers to the DRC Helpline in 2003-04 were from black and minority ethnic groups
- 11% of the 1,200 legal cases addressed by the Casework Service involved people from black and ethnic minority groups
- 9% of the 55 key cases receiving financial or other direct support from the DRC were for people from black and minority ethnic groups
- 8% of the DRC's 190 staff are from black and minority ethnic groups • 3 out of the 15 DRC Commissioners are from black and minority ethnic groups

Appendix 2 - Scotland Steering Group members

The Scotland Steering Group - member organisations

- Inclusion Scotland (IS)
- Scottish Disability Equality Forum (SDEF)
- Citizens Advice Scotland (CAS)
- Scottish Human Services Trust (SHS)
- Minority Ethnic Learning Disability Initiative (MELDI)
- Barnados
- Glasgow Anti Racist Alliance (GARA)
- Update
- Capability Scotland
- Ethnic Minorities Law Centre
- Commission for Racial Equality (CRE)
- Black Ethnic Minority Infrastructure Scotland (BEMIS)
- Ethnic Enable
- Job Centre Plus
- Greater Glasgow NHS
- East Renfrewshire Council

Appendix 3 - Yorkshire Pilot Partnership Steering Group Members

The Yorkshire Pilot Partnership (YPP) Steering Group – member organisations

- Yorkshire Forward
- Asian Disability Network
- Council of Ethnic Minority Voluntary Sector Organisations
- Bradford People First
- Joseph Rowntree Foundation
- Hull Council of Disabled People
- South Yorkshire Centre for Inclusive Living Citizens
- Advice Bureau (Newcastle & Hull)
- The British Deaf Association
- Scope
- Isolated Communities Network
- Pakistan & Kashmir Welfare Association
- Huddersfield African Caribbean Disabled Peoples Action Group
- Leeds City Council
- Choices and Rights Disability Coalition
- Habinteg Housing Association
- Community Champions
- Association of Blind Asians
- Asian Disability Awareness Action Bradford

Appendix 4 - The Draft Disability Discrimination Bill

The Draft Disability Discrimination Bill (progress up to April 2004)

Though it is not yet law, this appendix aims to provide information on the draft Disability Discrimination Bill currently being progressed at Westminster.

If the current proposals contained in the Bill are accepted into law, it will amend the existing Disability Discrimination Act 1995 (DDA) in a number of significant ways. This reflects the Government's commitment to extend the rights and opportunities for disabled people.

New duties for public bodies

The new disability duty will place a requirement on public bodies to produce clear policies and action plans aimed at proactively tackling disability discrimination and promoting equality.

Specifically, the Bill will mean a new duty contained within the DDA that requires every public body, in undertaking its functions, to ensure the following:

- the elimination of discrimination and harassment against disabled people that is unlawful under the DDA

- the promotion of equality of opportunity for disabled people by improving opportunities where the opportunities for disabled people are not as good as those for other people

The new duty is intended to ensure public bodies undertaking public functions promote disability equality. This means that the barriers experienced by disabled people should be considered and removed within policy making or decision making processes.

Under the provisions of the Bill, Scottish Ministers or the Secretary of State have the power to impose **specific duties** on Scottish and English public bodies respectively. Some organisations will be required to produce and implement disability equality schemes and undertake certain types of disability monitoring.

Whilst there may be very limited exceptions to the duty, the public body would still need to comply with the rest of the DDA.

Other measures of the Bill

The Bill also contains measures to protect people with long term progressive conditions from discrimination.

In order to be protected by the DDA, a person must currently show that a physical or mental impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This means

people with progressive conditions such as HIV, Cancer or Multiple Sclerosis must demonstrate:

- that their condition is more likely than not in the future to substantially restrict their day to day functional activities; and
- that at present their condition has an impact on their day-to day functional activities

This currently means that people with progressive conditions can not always be protected by the DDA. The Bill extends the definition of disability to include people with HIV, cancer and multiple sclerosis from the point of diagnosis.

Transport

Transport services will also now be covered by the DDA.

The Bill looks to end the current exemption of the use of vehicles from the DDA duties. Currently the provisions of the DDA extend only to the transport infrastructure such as bus or railway stations and airports and do not cover travel on the vehicles.

The draft Bill extends the DDA to cover travel on vehicles and includes a framework that will allow the introduction of regulations over a period of time to ensure transport will be covered under the DDA Part III. This includes all different modes of transport, including

taxis, private hire vehicles, trams, private rental or car hire, buses and trains.

Private clubs

The draft Bill includes a clause that will bring larger 'private members' clubs within the scope of the DDA. At present the DDA only applies to services to the general public and therefore clubs that are only open to members are not covered.

The Bill ensures that any club with 25 or more members will be covered by the Act and discrimination will be prohibited in the way membership is given or benefits are afforded.

Housing

The Bill extends the DDA's duties on landlords and managers of premises to include a duty to make reasonable adjustments to their policies, practices and procedures and provide auxiliary aids and services, where reasonable, to enable a disabled person to rent a property or to facilitate a disabled tenant's enjoyment of the premises.

Currently the premises provisions of the DDA impose no duties on landlords to make reasonable adjustments. The new duties under the Bill might mean for example, that where reasonable, a landlord might be obliged to:

- allow a tenant with mobility difficulties to leave rubbish in another place if s/he cannot access the designated place
- change or waive a term of the letting to allow a tenant to keep an assistance dog on the premises
- change or waive a term of the letting which forbids alterations to the premises so that a disabled tenant could make necessary access alterations with the consent of the landlord

In addition, landlords are also placed under a duty to take reasonable steps to provide an 'auxiliary aid or service' which would enable or make it easier for a disabled person to rent the property or to facilitate a disabled tenant's enjoyment of the premises. For example, a landlord might need to read out a tenancy agreement to a visually impaired person.

Public functions

The provisions of the draft Bill will ensure that the DDA will cover most functions of public bodies.

There is presently a lack of clarity as to what public functions are covered by the DDA. Decisions under the Race Relations Act 1976 determined that some public functions such as immigration did not constitute a service to the public and were not therefore covered.

The Bill makes it unlawful for a public body to discriminate against a disabled person when carrying out most of its functions e.g. overseeing of the highway, determining adoption applications, planning applications etc. A number of specific functions will however, remain excluded from the coverage by the DDA:

- judicial acts
- the making of Acts of Parliament or Orders in Council
- a decision not to institute criminal proceedings and related decisions
- an act done in relation to carrying out a function of allocating prisoners to a prison; or allocating prisoners to accommodation within a prison

Appendix 5 – Key aspects of the Race Relations Amendment Act Public Sector Duty

Key points relating to the Public Sector Duty of the Race Relations Amendment Act 2000

The General Duty

The Act places a general duty on **listed public authorities** to have due regard to eliminate racial discrimination and to promote equality of opportunity and good race relations in carrying out their functions.

This means race equality must be mainstreamed into all aspects of the work of an organisation and the services it offers.

There are 3 parts to the General Duty

- to eliminate unlawful racial discrimination
- to promote equality of opportunity
- to promote good relations between persons of different racial groups

Organisations to whom the duty applies must be able to demonstrate how they are working to meet all 3 parts of the duty.

Example

Organisations that take racial incidents and harassment seriously and ensure excellent reporting mechanisms but do nothing to promote good relations between people from different racial groups in their employment or within service provision will only have fulfilled the requirements of the general duty in part.

The Act introduces the concept of proportionality. This means that where necessary organisations can prioritise the actions they will take.

Specific duties

The Act enables the Home Secretary to make orders placing specific duties on listed authorities in England and Wales.

Scottish Ministers have similar powers.

These duties came into force in 2002.

The Specific duties describe methods and arrangements that will assist organisations to monitor how they deliver on the General Duty.

Specific Duties Relating to Employment

Listed public bodies must

- monitor existing employee training and promotion
- monitor applications, short listing and interview outcomes by applicants from ethnic groups
- publish these results on an annual basis

Public Bodies with 150 full-time staff or more must also monitor

- all grievance action undertaken within the organisation
- all disciplinary action undertaken within the organization
- the content and outcomes of performance appraisals
- all training undertaken
- the detail of dismissals

Race Equality Schemes

Public Bodies must formulate and implement a Race Equality Scheme.

The Scheme should explain what steps the organisation will take and how these will be monitored to ensure that the General and Specific Duties of the RRA(A) are met.

All employees should be made aware of the scheme and receive adequate training about it.

Within Race Equality Schemes, organisations must

- ensure that the organisational policies and procedures promote equality of opportunity and race equality
- ensure that policies and procedures are monitored
- adopt a culture of consultation when reviewing or implementing organisational policies
- publish and ensure public access to the results of consultations, monitoring and assessments

Appendix 6 - Forms of Discrimination

Forms of Discrimination

Personal racism and disabilism

Personal disabilism is based on prejudiced individual attitudes, thoughts and feelings regarding disabled people that leads to them being classified as inferior and abnormal, usually by non disabled people. This includes individual acts of stereotyping, discrimination, abuse, harassment and physical assault.

Examples of personal disabilism may include:

- the ridiculing and patronising of an individual because of their impairment or disability.
- rejection and marginalisation of an individual because of their impairment or disability
- allowing personal assumptions, prejudices or stereotypes to negatively influence recruitment and selection decisions or the provision of a service
- becoming involved in a workplace culture that treats disabled people as a problem or a joke
- physical attacks on an individual because of their disability or impairment

Personal racism is also based on prejudiced individual attitudes, thoughts and feelings around the concept of biological and cultural inferiority/superiority.

Examples of personal racism may include:

- expressing racially abusive and/or harassing behaviour or actions towards an individual
- becoming involved in physical attacks on an individual because of their race
- allowing personal assumptions, prejudices or stereotypes regarding racial issues to negatively influence recruitment and selection decisions
- accepting and tolerating a workplace culture that tolerates racist language and jokes

Cultural racism and disabilism

Cultural 'isms' refer to shared dominant assumptions about 'normality' and commonly available ideas that, in the main, remain unquestioned.

Cultural disabilism can show itself through humour, language and stereotypes. Disabled people can experience negative stereotypes of deficiency, need and dependency, which tends to provoke pity, rather than

recognising the rights of the disabled person and working towards meeting their rights and requirements.

Cultural racism can involve disparate comparisons between the customs, outlooks and practices of minority ethnic groups and those cultures attributed to a white European/Western population. White European/western cultures are often perceived as acceptable and the 'norm' whilst other cultures may be perceived as lower in value and status.

Institutional racism and disabilism

The definition of **institutional racism** provided by Lord Macpherson in the Stephen Lawrence Inquiry illustrates how Institutional Racism can permeate organisations and society if the opportunity is provided.

The Macpherson Report (1999) defined institutional racism as:

"...The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture, or ethnic origin. It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and racist stereotyping which disadvantage minority ethnic people. It persists because of the failure of the organisation openly and adequately to recognise and address its existence and causes by policy, example and leadership."

(Macpherson Inquiry Report: Chap 6, 6:34)

Institutional disabilism can be defined as reinforcing inequality, discrimination and disadvantage against disabled people through the processes and structures of an organisation.

Organisations need to ensure that there are policies and procedures that address the potential issue of disabilism and raise awareness of this amongst their employees.

Organisations can benefit by challenging discrimination at all times and at all levels to ensure that race and disability discrimination do not become inherent within the workplace environment.

It is vital that organisations and their staff learn how to apply anti-discriminatory approaches, in order to ensure that

- Current practice does not add to the exclusion of black and minority ethnic disabled people
- The delivery of the service 'actively' encourages take up by black and minority ethnic disabled people.

Appendix 7 – Sample audit toolkit

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Leadership and Quality Assurance					
Aims and Policy Making					
1.1	What steps do you take to monitor all organisational aims and policies to ensure they include, where relevant the promotion of equality, including race and disability equality?	All policies in the organisation are audited and race and disability equality permeates all polices.	Availability of an equality impact statement for existing and planned policies	Develop action plans/work plans to put policy into practice	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Leadership and Quality Assurance (<i>continued</i>)					
Aims and Policy Making (<i>continued</i>)					
1.1	What steps do you take to monitor all organisational aims and policies to ensure they include, where relevant the promotion of equality, including race and disability equality?	The organisation ensures all practices are consistent with race and disability equality legislative requirements	Training plans include provision for training on legislative requirements	Evaluation of training plans.	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Leadership and Quality Assurance (<i>continued</i>)					
Aims and Policy Making (<i>continued</i>)					
1.1	What steps do you take to monitor all organisational aims and policies to ensure they include, where relevant the promotion of equality, including race and disability equality?	The organisation takes full account of the views of all staff, service users and volunteers, and advice is sought from local black and minority ethnic and disabled people's community groups	Minutes of consultation meetings Work programmes reflecting the results of consultation	Ensure results of consultation reflected in organisations yearly objectives.	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Leadership and Quality Assurance (continued)					
Aims and Policy Making (continued)					
1.1	What steps do you take to monitor all organisational aims and policies to ensure they include, where relevant the promotion of equality, including race and disability equality?	Cultural, linguistic and religious diversity within the service user population is taken into account to ensure there is no unintended discrimination at work or in service delivery.	Staff know how to access translator/ interpreters Availability of translated documents Working practices take into account cultural and diversity requirements	Evaluate all service delivery practice to ensure compliance	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Ethos and Values					
Ethos and Relationships					
2.1	How do you ensure that black and minority ethnic disabled service users experience the organisations as appropriate to their rights and entitlements?	The organisation's commitment to race and disability equality and desire to be proactive in the area of equality is conveyed to all e.g. through the distribution of policy statements, and positive images and statements on documentation made available to the	Evidence available through promotional material	Evaluate and address gaps	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Ethos and Values (<i>continued</i>)					
Ethos and Relationships (<i>continued</i>)					
2.1	How do you ensure that black and minority ethnic disabled service users experience the organisations as appropriate to their rights and entitlements?	The absence/drop-out rate of disabled and black and minority ethnic staff, volunteers and service users are no higher than for others	Evaluation of staff and service user monitoring data reveals discrepancies.	Adopt appropriate recruitment and retention action. Target under-represented groups	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Ethos and Values (continued)					
Ethos and Relationships (continued)					
2.1	How do you ensure that black and minority ethnic disabled service users experience the organisations as appropriate to their rights and entitlements?	Disabled and black and minority ethnic staff, volunteers and service users participate fully in the life of the organisation	Evaluate involvement of staff, volunteers and service users in the activities of the organisation	Address under-presentation through promotion of activities to service users/the provision of development opportunities to staff and volunteers	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Ethos and Values (<i>continued</i>)					
Ethos and Relationships (<i>continued</i>)					
2.1	How do you ensure that black and minority ethnic disabled service users experience the organisations as appropriate to their rights and entitlements?	Organisations with few black and minority ethnic disabled staff, service users or volunteers, consult on a range of issues, including how to increase representation and how well the organisation deals with disabilism/racism and its' promotion of cultural diversity	Evidence of accessible consultation and user/staff involvement	Develop strategies that reflect feedback from consultation	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
2.2	How do you ensure that black and minority ethnic disabled service users and staff know their rights?	The organisation's ethos, values, policies and procedures for tackling unacceptable behaviour (including disabilist/racist incidents) are communicated to all through handbooks, newsletters, posters, staff meetings, service user meetings and websites	All forms of staff/service user communication address diversity issues	Review of different forms of communication with staff and service users Ensure noticeboards are regularly maintained	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Service Delivery and Programme Planning					
Work Planning					
3.1	Is disability and race equality taken forward and embedded in all areas of the organisation's work, and as discrete units of work where appropriate?	Race and disability equality is clearly identified within the organisation's business or project plan and monitored for further development with timescales	Business and project plans clearly highlight that issues are being progressed.	Review of business and project plans	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Service Delivery and Programme Planning (<i>continued</i>)					
Work Planning (<i>continued</i>)					
3.1	Is disability and race equality taken forward and embedded in all areas of the organisation's work, and as discrete units of work where appropriate?	Opportunities for planning disability and race equality work with colleagues are organised, supported and resourced.	Action to address discrimination is supported by appropriate resources		

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Service Delivery and Programme Planning (<i>continued</i>)					
Work Planning (<i>continued</i>)					
3.1	Is disability and race equality taken forward and embedded in all areas of the organisation's work, and as discrete units of work where appropriate?	Staff plan time to include disability and race issues in their work, and are required to demonstrate that these are addressed in work programmes/plans	Work programmes and plans address diversity issues	Business planning and work planning processes evaluated for diversity content	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Meeting User Needs					
3.2	What account is taken of service user's disability, linguistic, cultural and religious background when planning provision?	Information on individuals requirements are collected, evaluated and actioned through a monitoring process, on initial contact with the organisation. This is done with the full knowledge and consent of the individual.	Availability of monitoring forms, and examples of decisions made using monitoring data	Evaluate monitoring data Establish appropriate targets	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Meeting User Needs					
3.2	What account is taken of service user's disability, linguistic, cultural and religious background when planning provision?	Staff skills including the ability to speak a community language are encouraged and valued.	Recruitment documentation includes language skills as a requirement	Review and revision of recruitment documentation	
		Ramadan (for example) and other religious events are taken into account when planning activities.	Organisations yearly plans	Identify appropriate events and include in planning	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Recruitment, Selection and Staffing					
Recruitment and Selection					
4.1	How does your organisation ensure fair recruitment practices?	Everyone involved in the recruitment process has undergone training on fair recruitment and selection practices	Evidence of training provision	Ensure skills are regularly updated through follow up training and staff briefings	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Recruitment, Selection and Staffing (<i>continued</i>)					
Recruitment and Selection (<i>continued</i>)					
4.1	How does your organisation ensure fair recruitment practices?	All staff with responsibility for recruitment are provided with information on the purpose of equality monitoring, and know how to use monitoring data to set employment targets	Evidence of equality monitoring of the recruitment process.	Set targets to address under-representation	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Recruitment, Selection and Staffing (<i>continued</i>)					
Recruitment and Selection (<i>continued</i>)					
4.1	What positive action measures are used to address under-representation of black and minority ethnic disabled people?	All posts (including volunteering posts) are promoted through networks and organisations working with disabled and black and minority ethnic disabled people	Evidence of information of job or volunteering opportunities is distributed to all sectors of the community	Evaluate opportunities for the promotion of opportunities within all sectors of the community	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Recruitment, Selection and Staffing (<i>continued</i>)					
Recruitment and Selection (<i>continued</i>)					
4.1	What positive action measures are used to address under-representation of black and minority ethnic disabled people?	Realistic targets are set to address under-representation	Evaluation of monitoring data	Targets set are based on monitoring data and community representation	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Resources					
Accommodation and Facilities					
5.1	How do you minimise any disability or racism that services users may experience in the organisation?	The organisation identifies appropriate resources to ensure that reasonable adjustments to service provision can be made	Budget headings clearly indicate that the provision of reasonable adjustments is resourced	Evaluate budget headings to ensure adequate funding available	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Resources (continued)					
Accommodation and Facilities (continued)					
5.1	How do you minimise any disability or racism that services users may experience in the organisation?	Officers with responsibility for securing funding/preparing funding bids are made aware of the need to include funding to meet the requirements of black and minority ethnic disabled people are included	Information provided to funding officers Bids include resources to fulfil diversity requirements	Evaluate funding applications to ensure funding to meet requirements is included	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Resources (<i>continued</i>)					
Accommodation and Facilities (<i>continued</i>)					
5.1	How do you minimise any disability or racism that services users may experience in the organisation?	Staff know how to access appropriate services e.g. translating and interpreting, as required.	Contacts for translation and interpretation included in staff handbooks and promoted through noticeboards, newsletters and staff meetings	Monitor take up of translation and interpretation services. Identify under use and adopt practices to improve	

Quality Indicator No	Key Question	Examples of how Quality Indicator may be addressed	How do we know? Evidence?	What are we going to do now?	What assistance and resources do we require?
Key Area: Resources (<i>continued</i>)					
Accommodation and Facilities (<i>continued</i>)					
5.1	How do you minimise any disability or racism that services users may experience in the organisation?	Services are delivered through accessible premises, where necessary alternative methods of delivering the service are identified	Access audits have been undertaken, and the organisation has identified a programme to address problems	Ensure full audit of premises undertaken. Evaluate other opportunities for service delivery e.g. home visits.	

Appendix 8 - The Medical and Social Models of Disability

The Medical and Social Models of Disability

The Social Model of Disability was developed and adopted by the disabled people's movement and has proved instrumental in addressing issues of discrimination by disabled people. However, the DRC consultation findings indicate that there is a risk that this could be perceived as a euro-centric model developed by a community largely comprised of white disabled people.

In addressing the rights and requirements of black and minority ethnic disabled people, the social model is described in this appendix as a starting point for wider consultation on its applicability and usefulness to black and minority ethnic disabled people.

The Medical Model

This model attributes the barriers experienced by disabled people solely in terms of the disabled persons medical or physical condition, for example, the inability to access a building with stairs, would be seen as the disabled person's problem i.e. because they are unable to walk they can't get up the stairs.

The Social Model

This model makes a specific distinction between an individual's medical or physical condition (impairment) and the experiences of disabled people because of discrimination.

This model recognises that if a disabled person uses a wheelchair, then they are denied access to the building because of the stairs or the absence of a lift, i.e. it is the environment that is disabling.

Appendix 9 – Organisations represented in DRC consultations

List of Organisations represented in the DRC consultation events

Yorkshire Event

- ADAAB
- Asian Disability Network
- Association of Blind Asians
- BCODP Birmingham & Solihull Mental Health Trust
- Bradford Care Trust
- Bradford People First
- Business in the Community
- Calderdale MBC
- CEMVO
- Choices & Rights Disability Coalition
- City of Bradford MBC
- Community Champions
- CRE
- Disabled Living
- Disabled Living Centres Council
- Equalities 2003
- Ethnic Minorities Advice Project (part of CAB)
- Habinteg HA
- Hull Council of Disabled People
- Humberside Law Centre

- Isolated Communities Network
- Leeds Chinese Community Association
- Leeds City Council
- Leeds Involvement Project
- Leeds Voice
- Leo Shultz Project
- MACA North
- MELDI
- Oldham Social Services
- Pakistan and Kashmir Welfare Association
- REU
- RNIB
- SCOPE
- SODEG
- South Yorkshire Centre for Inclusive Living
- Tameside
- REC
- Welfare Rights and Money Advice
- York Hospital
- Yorkshire & Humber Assembly

Scotland Events

- Aberdeen Disability Consortium
- Airdrie CAB
- anAurora
- Barnados
- Barnado's APNA Services
- BEMIS
- Black Development Community Project
- Black Environment Network

- Broker Scotland
- CAB Perth
- Capability Scotland
- Central Scotland REC
- CERES
- Commission for Racial Equality
- Deaf Connections
- Disability Resource Centre
- Disability Information Centre
- Drumchapel Disabled Action Group
- Dundee City Council
- East Dumbarton Direct Payments Support Service
- East Pollokshields Project
- Edinburgh Sitters
- Edinburgh University
- Ethnic Minority Advocacy Service
- Flourish House Glasgow Anti Racist Alliance
- Glasgow Council for Voluntary Service
- Glasgow City Council Glasgow Disability Alliance
- Glasgow Learning Disability Partnership
- Glasgow North West Carers Project
- Greater Glasgow Health Board
- Greater Glasgow NHS Board
- Help the Aged
- Inclusion Scotland
- Jobcentre Plus
- Lothian Centre for Independent Living
- MELDI
- Milan Service Welfare Organisation
- Multi-Cultural Elderly Care Centre
- NHS Greater Glasgow

- NHS Greater Glasgow Health Board
- NHS Lanarkshire
- NHS Tayside
- Opening
- Pakistani Women's Welfare Association
- Perth Citizens Advice Bureau
- Point Project
- Pollockshields Development Association
- Pollok Disability Resource Centre
- Possil and Milton Forum on Disability
- Project Ability
- RNIB Scotland
- Scottish Academy of Asian Arts
- Scottish Asian Action Committee
- Scottish Consortium For Learning Disability
- Scottish Council for Minorities
- Scottish Council on Deafness
- Scottish Disability Equality Forum
- Scottish Executive Equality Unit
- Scottish Executive Health Department
- Scottish Human Services Trust
- Scottish National Federation for the Welfare for the Blind
- Scottish Refugee Council
- Scottish Society for Autism
- Social Inclusion Project Govanhill
- Social Work Services
- Somali Community in Scotland
- South Ayrshire Access Panel
- SPAEN
- The Volunteer Centre

- UNISON
- Update
- Volunteer Development Scotland
- West of Scotland Racial Equality Council

A number of individuals who were not affiliated to or representing an organisation also attended the consultation events. The DRC would like to acknowledge the contribution of all who attended

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Commission for Racial Equality

<http://www.cre.gov.uk>

Disability Rights Commission Web Page

<http://www.drc-gb.org>

Equal Opportunities Commission

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University of Leeds

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