Ethnicity Monitoring: Benefit
Guidance for Partnerships on Monitoring Benefit
Executive summary

While working on the Neighbourhood Renewal Unit’s Race Equality Strategy, it became apparent that practitioners are often in need of support to help them carry out effective monitoring of the involvement of Black and minority ethnic communities in neighbourhood renewal and the benefits those communities receive from renewal activity.

This guide aims to explore a range of monitoring strategies, from the relatively straightforward monitoring of the local population through to more complex issues of mapping service delivery and measuring impacts on diverse communities.

It should be stressed that this guide is intended to supplement other guidance and toolkits issued to support neighbourhood renewal partnerships. In particular, it should be read in conjunction with the sister document to this guidance that covers monitoring involvement\(^1\). Partnerships may also wish to consult guidance issued by the Commission for Racial Equality on public authorities and ethnic monitoring\(^2\) as well as guidance on how the duty to promote race equality applies to the work of partnerships\(^3\).

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This guidance will:
- Help partnerships measure benefit to Black and minority ethnic communities from neighbourhood renewal activity.
- Provide advice on how to get started with regard to ethnicity monitoring.
- Show partnerships how to collect and analyse data.
- Direct partnerships to existing sources of information.
- Present case studies detailing the work of neighbourhood renewal partnerships and other organisations that have undertaken ethnic monitoring.

It is not, however, generic race equality guidance. It does not claim to offer ‘all the answers’ in relation to tackling race inequalities. Rather, it aims to support partnerships in developing their own flexible approaches to delivery.

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\(^1\) Office of the Deputy Prime Minister (2004): Ethnicity Monitoring: Guidance for Partnerships on Monitoring Involvement


\(^3\) Commission for Racial Equality (2004): Public Authorities and Partnerships: A guide to the duty to promote race equality
Introduction
Neighbourhood Renewal and Race Equality
Everyone should have an opportunity to participate in, and benefit from, the National Strategy for Neighbourhood Renewal¹. It is important to ensure that there are opportunities for all: men and women, children and young people, older people, people from different faith communities, and people with disabilities to get involved and see real benefits from neighbourhood renewal activity.

Black and minority ethnic communities are disproportionately represented in deprived areas. Over two thirds of England’s Black and minority ethnic population live in the 88 most deprived local authority districts compared to 40 per cent of the general population², and the problems that afflict these areas often hit hardest upon these communities. For example, around a third of all children in Britain are living in poverty - where family income is less than 60 per cent of the national average - but 74 per cent of our resident Bangladeshi and Pakistani population live in poverty as do 63 per cent of Black African children³. Therefore it is critical that better outcomes are achieved for Black and minority ethnic communities in order for neighbourhood renewal strategies to be viewed as a success.

Neighbourhood renewal provides a platform for building strong and cohesive communities in which everyone, regardless of race, faith or ethnicity, has a real stake and where services are tailored to meet local needs. But it is recognised that past regeneration initiatives have failed to fully engage or benefit Black and minority ethnic voluntary and community sectors, and issues that are important to Black and minority ethnic communities have often been afforded low priority⁴.

Ethnicity Monitoring
The National Strategy for Neighbourhood Renewal made a commitment that Black and minority ethnic groups would be involved in the neighbourhood renewal process and would benefit from its delivery.

Incorporating ethnicity into monitoring is an essential tool in achieving racial equality. Without this, it would be difficult to establish the nature or extent of involvement, the areas where action is most needed, and whether measures aimed at reducing inequality are succeeding. Ethnicity monitoring can help identify inequalities for all ethnic groups whether it be low educational attainment for White British boys in certain areas or poor levels of health for Black Caribbean women in others. Ethnicity monitoring has wider benefits too. In employment, it can detect barriers that are preventing an organisation from making use of available talent. And it can also help improve an organisation’s reputation as a good and fair provider of goods or services, and as a good employer.

There is of course no homogenous ‘ethnic minority’ and neighbourhood renewal partnerships will need to identify the differing needs of men, women and children who make up Black and minority ethnic communities. Where problems are identified, the partnership can review its own formal structures and develop more effective forms of service delivery. It should be recognised that sometimes the benefits from these changes might only be seen in the long term. There are also districts where the Black and minority ethnic population is relatively small and dispersed but such populations are arguably at more risk of being socially excluded.

⁴ For example see M. Beazley & P. Loftman (2001): Race and regeneration: Black and minority ethnic experience of the Single Regeneration Budget. London Borough of Camden/ Local Government Information Unit
The Race Relations Amendment Act
Ethnicity monitoring is linked to the legal obligations under the Race Relations Amendment Act (2000). This Act places a statutory general duty on public authorities (listed in Schedule 1a of the Act)\(^5\) to promote race equality. All neighbourhood renewal partnerships will include some public bodies as members/partners. These public authorities are expected to ‘have due regard to the need’ to:

- Eliminate unlawful racial discrimination
- Promote equal opportunities; and
- Promote good relations between people from different racial groups

More advice for public authorities as to how the duty to promote race equality applies to them as members of partnerships, and how it is likely to affect the work of partnerships, is available in Commission for Racial Equality guidance. The guide\(^6\) will also be useful for others who are involved in, or work with, partnerships.

Almost everything a partnership does may be relevant to the three broad goals of the duty to promote race equality. Adopting effective ethnicity monitoring will aid partnerships in meeting these goals, and will help both them and their individual members to:

- Contribute to a culture of tolerance, based on respect for people
- Prevent racism and discrimination, both in the way the partnership works and in the outcomes it is working towards
- Improve confidence; and
- Avoid what could result in costly complaints of racial discrimination by making sure that any potential problems are identified and tackled at an early stage.

Who is this Ethnicity Monitoring Guidance for? This Guidance may be helpful to all those working to deliver neighbourhood renewal, but is aimed in particular at:

- Government Offices
- Local Strategic Partnerships, especially those in receipt of the Neighbourhood Renewal Fund (NRF)
- Community Empowerment Networks (CENs)
- New Deal for Communities Partnerships
- Neighbourhood Management Pathfinders
- Neighbourhood Wardens schemes.

The partnerships outlined above will vary widely, reflecting both the role of the partnership and a diverse range of local circumstances. However the broad principles underpinning ethnicity monitoring set out in the guidance will be of relevance to all and can be adapted to suit a diverse range of formal structures, roles, geographical coverage and circumstances.

What is the Guidance for?
It is important to recognise that partnerships are at different starting points. While there is widespread recognition of the need to develop a clear vision of race equality and deliver evidence based interventions to tackle inequalities, many practitioners face significant challenges and require support.

This guide aims to explore a range of monitoring strategies, from the relatively straightforward mapping of the local population through to more complex issues of mapping service delivery and measuring impacts on diverse communities. It provides advice on how to get started and where to find further sources of advice and support. The guide also contains a number of case studies detailing the work of neighbourhood renewal partnerships and other organisations that have undertaken ethnicity monitoring.

\(^5\)The main public authorities bound by the Duty are: central government departments; local authorities; health trusts and boards; police forces; grant-maintained schools; and institutions of further and higher education.

While the focus is on ethnicity, many of the principles outlined also apply to other diversity themes such as gender, disability, age, faith, and sexual orientation. It is recognised that monitoring will be easier for some areas more than others. It is, for instance, difficult to monitor sexuality issues within communities as people often do not wish to provide such personal information. Indeed, they may be surprised to be asked for it. But this does not mean that sexuality issues are always invisible.

The monitoring of race equality outcomes is not a one-off exercise. It is something that all partnerships need to continue to develop. Approaches are evolving as practitioners’ awareness and range of experience grows. This guidance acknowledges these factors and does not claim to offer ‘all the answers’; rather it aims to support partnerships in developing their own flexible approaches to delivery.

**How the Guidance Aids Partnership Working**

Performance Management Frameworks for Local Strategic Partnerships, Community Empowerment Networks and neighbourhood renewal programmes include a focus on inclusivity and diversity. This should enable partnerships to monitor their success in engaging Black and minority ethnic communities and in delivering services that meet their needs. Performance management should also aid improvement planning, which is relevant to both improving delivery and to how a partnership functions with regard to race equality and other diversity issues.

This guidance can be used to support the performance management process by helping partnerships gather evidence in their self-assessments and assisting Government Offices in their review of those assessments. It can also be used as a resource to support partnerships’ action and improvement planning. Indeed, it is important to stress that ethnicity monitoring is not an additional bureaucratic/administrative burden. Information should already be being gathered by partnerships, and data on ethnicity simply needs to be mainstreamed where this is not already the case.

This guidance is intended to supplement other guidance and toolkits issued to support neighbourhood renewal partnerships. For example, New Deal for Communities Race Equality Guidance and the forthcoming Community Development Toolkit for Neighbourhood Renewal. Partnerships may also wish to consult guidance issued by the Commission for Racial Equality on Public Authorities and Ethnic Monitoring as well as guidance on how the duty to promote race equality applies to the work of partnerships. The bibliography at Annex III provides details of these and other resources.

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1 Department of the Environment, Transport and the Regions (2000): New Deal for Communities Race Equality Guidance
2 This is designed to be used online and will be incorporated onto renewal.net by October 2004
This guidance sets out an approach to ethnicity monitoring in five easy-to-follow steps:

**Step 1.** Set baselines and collect information
**Step 2.** Analysis of data, performance and local conditions
**Step 3.** Examine current interventions
**Step 4.** Option appraisal and target setting
**Step 5.** Revise Action Plan

The diagram below illustrates how these fit into an ‘ethnicity monitoring cycle’.

**Monitoring Benefit: The Ethnicity Monitoring Cycle**
Monitoring Benefit
Why monitor benefit for Black and minority ethnic communities?
Black and minority ethnic communities are over-represented on almost all measures of deprivation and social exclusion. For example, the employment rate of working-age people from Black and minority ethnic groups in the UK has been consistently below that of the population overall. The gap between the two rates is currently 16 percentage points and has not varied much in the last two decades (see Chart 1).

Black and minority ethnic households are also nearly twice as likely as White households to live in homes that are non-decent for reasons of disrepair, unfitness, or the need for modernisation.

Chart 1: Chart to show the total British working age employment rates versus Black and minority ethnic employment rates 1984-2002.

With regard to measuring progress on race equality, the Audit Commission argue that public services should focus on improving outcomes that will impact upon quality of life (for example improvements in health) rather than processes, and suggest that detailed monitoring guidance is necessary to enable them to do this.

Monitoring outcomes is not always easy because much of the available data regarding performance and service delivery is not broken down by ethnic group. Few local authorities, for example, have adequate measurement systems in place, and fewer still interpret and act upon the information that they gather. This is due to staff confusion about which data to collect and how, and difficulties connected to a lack of training or outdated systems.

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Notes:
3. Terminology: Inputs are the resources put into a project to deliver its outputs. Inputs include time, money, staff and premises; Outputs are the services and facilities delivered. Outputs include training courses, support sessions and publications; Outcomes are all the changes and effects that happen as a result of the work; Impact is broader, longer-term change relating to an overall aim. It can be difficult to assess long-term change in the lifetime of a short project.
The Audit Commission report that “staff need the right skills and knowledge to make race equality a reality”. All their study sites used in compiling *The Journey to Race Equality* identified cultural awareness as an important knowledge gap, and were organising training programmes accordingly. The Commission found that many staff were unclear about the aim of the training and how it related to the specifics of their particular job. Training was valued when it equipped people with the customer-focused skills and confidence to ask Black and minority ethnic service users about their specific needs and requirements.

The Commission suggest that key breakthroughs for increasing capacity are:
- linking investment in race equality to achieving existing organisational objectives, allocating internal funds and making use of existing capacity;
- identifying and allocating the resources needed to deliver priorities; and
- identifying the skills, knowledge and competence needed by members, non-executive directors and staff at all levels, taking action to fill any gaps.

In recent years we have seen the introduction of equal opportunities policies in most organisations and partnerships. But these by themselves will not bring about racial equality. Partnerships must have a system for checking whether their policies are being carried out and whether they are working. It may also be advisable for partnerships to appoint a ‘Ethnicity/Equality and Diversity Monitoring Champion’ in order for an individual to claim responsibility over the issue.

It is also recommended that partnerships consider ethnicity monitoring where project outputs are concerned. This would, for example, inform partnerships of how many jobs created and sustained by neighbourhood renewal programmes have benefited individuals from Black and minority ethnic communities. And recruitment monitoring needs to go further than simply examining whether there is a proportionate workforce. Despite the Neighbourhood Wardens Scheme having produced a guide to recruitment with the assistance of the Commission for Racial Equality, in the recent Neighbourhood Wardens Scheme Evaluation, it was found that 49 per cent of scheme managers experience a poor response to recruitment opportunities from ethnic minorities. Plans to improve this situation can therefore be prioritised.

For the purposes of this guidance though, we shall follow an example of how health outcomes for one particular ethnic group (White Irish) might be improved through ethnicity monitoring, using the five easy-to-follow steps.
Step 1: Setting Baselines & Collecting Information

This guidance aims to help partnerships understand how to put adequate data capture and analysis systems in place. These can then be used to inform decisions about funding and service delivery, and specific equality and diversity initiatives. Ultimately, these systems can form the basis of specific action plans for performance improvement across, for example, each of the neighbourhood renewal themes.

Baselining
A partnership needs to set ‘baselines’ in specific policy areas, particularly in relation to the objectives the partnership has set itself, so it can measure change over time and develop appropriate interventions. For example, it may wish to know the current local level of GCSE performance by ethnic group. There are a number of guidance sources on what a partnership may wish to baseline, such as the Commission for Racial Equality’s *Ethnic Monitoring: A guide for public authorities* and the Audit Commission and IDeA’s Equality and Diversity Local Performance Indicators.

It must be recognised that there is a danger of ethnicity monitoring data being gathered in the public arena but that the data analysis and decision making will take place ‘behind closed doors’. This needs to be avoided. The ethnicity monitoring process should be transparent to all in order to avoid possible suspicion and mistrust of the process.

It should also be stressed that although this guidance places an emphasis upon gathering baseline data, this does not act as a rationale for a slow response to particular emerging needs amongst communities.

Box 1.1

<table>
<thead>
<tr>
<th>There are a number of different methods of data collection that can be used for monitoring benefit. These include:</th>
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<tr>
<td>• Secondary data (local statistics, census data, administrative data bases etc)</td>
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<td>• Surveys (face to face, telephone, postal)</td>
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<td>• In-depth interviews</td>
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<td>• Focus groups</td>
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<td>• Service user data and feedback</td>
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<td>• External evaluations</td>
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<td>• Citizen juries or panels</td>
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There may also be opportunities for partnerships to share databases with other organisations working in this area but it is vitally important to take issues of confidentiality and data protection into account.

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18 See the Department for Constitutional Affairs website: www.dca.gov.uk for more information. The Neighbourhood Statistics website will also be shortly publishing guidance on Data Access and Confidentiality, setting out responsibilities under the Data Protection Act.
21 It is of course vitally important to take issues of confidentiality and data protection into account. See footnote 18.
Mapping a Population and its Resources

There are a number of resources available to help map the local population. It is relatively easy to ‘map’ from data available on the Neighbourhood Statistics website. A toolkit on how to use Neighbourhood Statistics as well as details of other resources can be found at Annex IV. Neighbourhood Statistics provides a wide range of population data (including ethnicity) at national, regional, local authority and ward level. Data is also available at ‘super output area’ level (around 150 households); this will be helpful for partnerships whose coverage does not follow standard electoral boundaries. A fictional example at ward level can be seen at Table 1.1 (this is based on an actual ward).

| Table 1.1: Table to Show the Resident Population of the Fictional Ward of Fenwood (total population: 17,746) |
|-------------------------------------------------|----------------|----------------|----------------|
| Ward of Fenwood | Local Authority | England |
| White of which White Irish | 65.9 | 78.3 | 90.9 |
| Mixed | 2.3 | 1.5 | 1.3 |
| Asian or Asian British | 29.6 | 18.9 | 4.6 |
| • Indian | 5.2 | 2.7 | 1.3 |
| • Pakistani | 18.8 | 14.5 | 1.4 |
| • Bangladeshi | 0.9 | 1.1 | 0.6 |
| • Other Asian | 1.2 | 0.6 | 0.5 |
| Black or Black British | 1.8 | 0.9 | 2.1 |
| • Caribbean | 1.2 | 0.6 | 1.1 |
| • African | 0.4 | 0.2 | 1.0 |
| • Other Black | 0.2 | 0.1 | 0.2 |
| Chinese or Other Ethnic Group | 0.4 | 0.4 | 0.9 |

Source: Neighbourhood Statistics

But more detailed information is also accessible. The 2001 Census can be used to obtain very detailed figures at a ward level using the Standard Area Statistics. These will show, for instance, how many people of Chinese origin in a ward are suffering from a limiting long-term illness, or how many Indian people, resident in a specific ward, are employed in a particular industry.

Other data sets published by Government departments are also disaggregated by ethnicity. For example, published GCSE results show how pupils from some groups, notably the Chinese community, are performing better than the national average whilst pupils from other ethnic groups, such as the Black Caribbean community, are performing below it. Educational performance is an area where data regarding Black and minority ethnic groups is relatively detailed and accessible due to the Pupil Level Annual School Census (PLASC). Where other services are concerned this is not necessarily the case. A list of examples of available data sets are listed at Annex I. Small organisations may also hold local data across key neighbourhood renewal themes.

Using the information from this range of sources, it is possible to produce maps which highlight differences in service outcomes.

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22See Neighbourhood statistics website: www.statistics.gov.uk/neighbourhood
23See National Statistics website for details: www.ons.gov.uk. Standard Area Statistics CD Roms or DVDs that show ethnicity statistics at ward level on, for example: sex, age, country of birth, household composition, general health, economic activity, occupation, number of cars/vans owned, highest level of qualification, and dwelling conditions can be requested.
Case Study: Using local postcoded data to map outcomes in Waltham Forest

The London Borough of Waltham Forest has mapped catchment areas of local libraries using pupil record and library membership data, by gender, ethnicity, religion, first language, economic status (eligibility for free school meals), educational attainment (Key Stage 2 and GCSE), and library membership as well as school attended. By this method it was possible to produce a highly detailed profile of children and young people using libraries and not using them, to identify patterns of attainment, cultural identity and economic status and their relationship to library use, and from that to develop strategies for library development. Within this process, gender was a key distinction. This in turn could inform partnership working with schools, since levels of library membership by school, and further school-based patterns of identity and attainment, could then be analysed. This approach could be replicated in other development areas, given the right quality of data. Small area maps were produced for each library catchment area to illustrate key issues, including the distribution of first language.

Case Study: Resource Mapping in Blackburn with Darwen65

The project was broken down into three stages - to establish for one financial year (2002/03):
- a global figure for all public spending in the local authority
- this spending apportioned by each of the seven themes in the community strategy
- spending on each theme apportioned to each of the wards in the local authority district

First, Blackburn with Darwen’s consultants were given access to the council’s budget books and worked to apportion the budget to key themes. They then sent out postal questionnaires to a wide range of agencies and worked with them to identify how to disaggregate the relevant material from their budget books - which was difficult for some regional and sub-regional partners. In most cases for convenience, the expenditure of a particular organisation in the area was apportioned wholly to one of the seven themes, but for certain organisations such as the local authority itself, that was not appropriate.

Once a database with the relevant data had been established, a series of presentational documents could be drawn up, mapping this data using a Geographic Information System. The data could also be compared with outputs from the indices of deprivation to see if resources were being directed to the most deprived wards.

Using the results, the council was able to demonstrate a close linkage between allocation of resources and need based on deprivation. In Blackburn with Darwen, a number of wards tend to be populated by particular ethnic groups and the results also allowed the council to counter the perception of some local residents that too much funding was being directed to these groups.

The local authority decided to adopt a transparent approach and used the media to demonstrate regeneration and joined up working in the area. The results of the exercise were published, discussed in consultation meetings and presentations, and made the front page of the local newspaper.

Taking this method one step further, it is also possible to map the distribution of financial resources. The local authority of Blackburn with Darwen has mapped how financial resources have been distributed to each ward within the district by policy theme (see Case Study opposite). Although mapping of financial resources may not be particularly focussed on ethnicity in itself, it is clearly useful to know where resources are being directed in terms of service provision.

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65See renewal.net for more details on this case study.
Using Indicators
Information gathered from surveys is very useful when ‘baselining’. It can inform what the levels of satisfaction are with regard to particular services and how easy they are to access.

Performance Indicators are used to measure service performance, and can be survey/questionnaire based. They serve to answer “how” or “whether” an organisation is progressing towards its objective, rather than why such progress is or is not being made.

Best Value Performance Indicators (BVPIs) are measures of performance set by the departments in central government. They have been in place since 1999 and help local authorities to improve the efficiency, effectiveness and economy of their service delivery. They cover many aspects of services provided by local councils and a further number of Equality and Diversity Indicators have recently been proposed.

The Audit Commission have also produced a list of Quality of Life (QoL) Indicators. These indicators look at the full range of important issues that help to ‘paint a picture’ of the quality of life in a particular area, and may affect many different service providers. An example is: ‘Percentage of residents surveyed who are satisfied with their local area as a place to live.’

Before embarking upon filling ‘gaps’ in ethnicity data, caution should therefore be taken to ensure that a local authority has not already collected it through Best Value. Indeed, it is highly important to attempt to gather all existing information regarding ethnicity at the local level, and utilise it where relevant.

However, few established Performance Indicators necessarily monitor ethnicity. Before the collection of data for examining issues of race equality can begin, survey forms will often need to be adapted in order to do this.

It is important to remember that it is not simply ethnicity that should be recorded on survey forms. In the example in Box 1.2 for instance, although ethnic groups are included, it may be beneficial for an agency to collect information on the ages of participants in addition to ethnicity. The needs of different generations in any ethnic group can be considerably varied. The differing needs of men and women within ethnic groups also require scrutiny.

An example of a Performance Indicator survey form can be seen at Box 1.2. It is questionnaire based and would be used to assess how far recreational facilities are meeting the needs of diverse groups in an authority.

26 See www.bvpi.gov.uk for further details
27 K.Ambrose (2003): ibid
28 For a full list see Audit Commission (2002): Quality of Life: Using quality of life indicators
29 Taken from K.Ambrose (2003): ibid
<table>
<thead>
<tr>
<th><strong>Box 1.2 - Example of a Performance Indicator measuring ethnicity</strong></th>
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<tbody>
<tr>
<td><strong>Short title</strong></td>
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<tr>
<td><strong>Rationale</strong></td>
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<tr>
<td><strong>Description</strong></td>
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<tr>
<td><strong>Definition</strong></td>
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**Ethnic Group (From 2001 Census):**
- **White:**
  - British
  - Irish
  - Other
- **Mixed:**
  - White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other Mixed background
- **Asian or Asian British:**
  - Indian
  - Pakistani
  - Bangladeshi
  - Any other Asian background
- **Black or Black British:**
  - Caribbean
  - African
  - Any other Black background
- **Chinese or other ethnic group:**
  - Chinese
  - Any other

**Gender:** Male/Female

**Disability (From 2001 Census)**
Having any long term illness, health problem or disability which limits daily activity or the work that can be done.

**Source**
This Performance Indicator has been used by the London Equality Benchmarking Group sponsored by the Association of London Government

**Note**
It may be appropriate in some areas to add Religion & Belief to the categories to establish whether there are leisure needs warranting dedicated sessions aimed at specific faith groups.
Conducting Surveys

When it is clear that there is an absence of ethnicity data, a common solution is to develop and conduct surveys of your own design. The case study below and the table at Annex II illustrate examples of surveys that have been undertaken to fill knowledge gaps where Black and minority ethnic communities are concerned.

Case Study: London Borough of Merton

In response to the Stephen Lawrence Inquiry, the London Borough of Merton developed a Code for Equalities in Service Delivery. As a part of this Code, the Council made a commitment that all corporate and service satisfaction surveys should ensure that the satisfaction of Black and minority ethnic groups is measured, analysed and responded to as appropriate. The Council also began to monitor the use of facilities by Black and minority ethnic groups and produce regular reports advising on the conclusions from that monitoring and the actions to be put in place to redress any under-use.

In developing a survey, careful consideration should be given to finding the most suitable options for collecting information. ‘Face to face’ contact is generally viewed as more appropriate than cold calling but telephone calls and/or postal questionnaires can be used. Ways to improve response rates are many and varied but partnerships might benefit from having brief questionnaires, conducting the survey in the summer so as to work in longer hours of daylight, and using experienced interviewers. Many smaller Black and minority ethnic led organisations, particularly those representing newly arrived communities, may require tailored approaches, such as the translation of materials or the use of interpreters. Documents should also, as a matter of course, be written in plain English so that where translated versions are not available, community members can translate for each other. This may raise capacity building issues within a local community as access to properly translated materials can be limited. In addition, in certain cultures we cannot underestimate the importance of information reaching both sexes.

A survey of this kind provides a valuable opportunity to obtain up to date information. It also provides an opportunity to involve local people in producing the information.

Efforts should be made to ensure that the ethnicity data collected by local agencies are standardised as far as possible. Generally, it is most sensible to follow the 2001 Census. But monitoring ethnicity should be both sensitive and complete.

In the 2001 Census, the category ‘White Other’ was used to cover a wide range of ethnic groups. In some cases, it may be unsatisfactory. It does not, for instance, distinguish between people of Turkish or Cypriot origin. In some circumstances therefore it may be necessary to undertake further data gathering where sizeable ‘White Other’ populations are concerned. In communities where high Cypriot populations have been detected, it might even be sensible to monitor for any differences in health status or service use between people of Greek Cypriot and Turkish Cypriot origin.

Adjustments of monitoring categories will become increasingly important because of changing migration patterns. Partnerships may need to develop specific categories to monitor local communities of need.

For areas with small Black and minority ethnic populations, it would perhaps be more appropriate to use the Census categories (for example: White Other, Black Caribbean, Chinese). It must also be mentioned that the Traveller community is not listed as a separate ethnic group within the 2001 Census. Should an organisation wish to monitor service use involving the Traveller community, they can of course be included in locally refined data gathering.

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30 Merton Council (2000): Response to the MacPherson Report: The Past We Inherit The Future We Build. (See IDeA’s website: www.idea.gov.uk)
31 A hands-on guide to questionnaire research on health matters has been provided by P. Boynton, G. Wood, & T. Greenhalgh (2004): Reaching beyond the white middle classes, BMJ Volume 328.
32 In the Census, Black and minority ethnic communities included the following categories of ethnicity: White British, White Irish, White Other (including white asylum seekers and refugees), Mixed (White and Black Caribbean, White and Black African, White and Asian, Any other mixed background), Asian or Asian British (Indian, Pakistani, Bangladeshi, Any other Asian background), Black or Black British (Caribbean, African or Any other Black background), Chinese, and any other ethnic group.
Small Samples and Sample Boosting
The question of altering the design of the survey and boosting sample size may also have to be addressed, given the extremely uneven distribution of Black and minority ethnic populations in particular urban and rural areas. (See Box 1.3). Alternatively, a partnership can consider using qualitative methods such as focus groups for gaining data about relatively small or specific Black and minority ethnic groups within a target area.

Box 1.3: Sampling (for quantitative research)
Consider the issues involved in achieving an adequate Black and minority ethnic sample. Remember that a random sample of 10,000 people may only yield 500 Black and minority ethnic respondents. For smaller surveys (e.g. 1000 participants) a random sample might only yield 50 Black and minority ethnic respondents. Random sampling, therefore, may not be the most appropriate method to use in such situations. Consequently, a quota sample could be considered.

If the race dimension is to be covered in detail, an ethnic minority booster sample will be necessary. Booster samples are costly and have proven difficult to achieve. If a booster sample is not possible (e.g. because of cost or time constraints), consider whether it is possible to use existing surveys that have an ethnic minority booster sample. Surveys such as the Home Office's British Crime Survey and Citizenship Survey may be used as vehicles for carrying questions that require sufficient ethnic minority respondents for detailed data analysis.

It is also useful to bear in mind that a survey that does not yield any more detailed categories than ‘Black’ and ‘Asian’ can actually obscure more than it reveals because of the differences within these broad groups. For example, we know that there tends to be large socio-economic differences between people of Indian and Bangladeshi descent.

Transient Populations
Black and minority ethnic considerations throw into sharp relief the importance of partnerships being able to adopt a flexible and pro-active approach to change. This will be very clear to those partnerships located in areas which have always accommodated transient populations, and which bearing in mind recent trends in relation to asylum seekers, are likely to continue to do so.

Partnerships and their advisors need to adopt a flexible ‘change management’ position in relation to all issues affecting Black and minority ethnic populations. Situations may change rapidly, placing pressure on partnerships to ensure that Delivery Plans and their outcomes are sensitive to changing circumstances.

Partnerships need, for instance, to be aware that Census data can ‘age’ quickly - particularly in geographical areas that are experiencing change either as a result of in/out migration or as a result of neighbourhood redevelopment (for example some New Deal for Communities areas and all Market Renewal Pathfinder areas). Consequently, over reliance on 2001 Census data should be avoided.

Asylum Seekers and Refugees
Asylum seekers can experience racism both because of their ethnic background but also if they are identified as asylum seekers. When monitoring asylum seeker and refugee populations, it is important to recognise that they come from a diverse range of ethnic backgrounds and countries and should not be viewed as a single group. It is vital that their specific needs are responded to, rather than assuming that all asylum seekers face the same problems or barriers. It is also important to remember that tension can exist between different groups of asylum seekers, often because of the situation in their countries of origin.

PFor more information on these see: www.odpm.gov.uk
Step 2: Analysis of Data, Performance and Local Conditions

There is little point in collecting monitoring data unless you plan to use it. Data analysis is important because it allows partnerships to identify strengths and weaknesses in their application of equality and diversity, and to identify ways to improve. Data that has been gathered may clearly highlight differences in the rates at which different Black and minority ethnic groups use particular services. In this instance, further investigation is clearly required to interpret the findings.

Information that has already been gathered from, for example, household surveys linked to the 2001 Census or Best Value Performance Indicators may suggest inequalities. Using 2001 Census Standard Area Statistics data, Chart 2 (see page 17) offers an example of how differences between ethnic groups may come to light.

From a first impression, it is clear from Chart 2 that the White Irish ethnic group in the fictional ward of Fenwood is disproportionately represented in the category of having a limiting long-term illness. However, we would have to look further than this simple chart. Firstly, we should consider the size of the population and see if the high percentage could have occurred due to a particularly small White Irish population (see Table 1.1, p10). Small samples are not necessarily unreliable but care has to be taken in drawing wider conclusions (see Box 1.4).

Box 1.4

Interviewing three sets of parents and their schoolchildren involved in an extra curricular scheme to improve educational performance might identify the detail and experiences of those three individual cases. But using this sample to report on what works or does not work about the scheme might not reflect a representative picture.

We should then consider the age make-up of the White Irish population in this ward. If it is relatively aged, compared to the other ethnic groups, this may go some way to explaining the higher incidence of long-term illness. Standard Area Statistics data also provides rates of limiting long-term illness by age group at ward level and can help answer this.

If neither numbers nor age of the White Irish population explains the anomaly, we need to look deeper at the problem. It could be, for instance, that specific targeted health programmes are necessary in this ward for this particular ethnic group. An example of such action for a Bengali community can be seen in the Case Study on next page.
The Social Action for Health, Poplar Project in Tower Hamlets has developed a Bengali Cancer Awareness Project. This aims to raise awareness of cancer, the importance of early diagnosis, treatment, and self-management techniques in the sizeable Bangladeshi community in the borough. Local research had demonstrated that Bangladeshi patients were presenting with advanced stages of cancer, often too late for life saving treatment and that Bangladeshi people were found to have little understanding of cancer. A culturally sensitive hospital based advocacy service for Bengali patients and carers was set up in tandem with a community based cancer awareness programme to outreach into the Bangladeshi community. The project is in part funded through the Tower Hamlets Local Strategic Partnership’s distribution of the Neighbourhood Renewal Fund.

The above case study also illustrates how a problem such as long-term illness might not have been picked up within a Census monitoring survey, as some people may not actually be aware that they have an illness to report. Black and minority ethnic communities’ under-reporting of difficulties is recognised as a genuine problem across policy themes. Moreover, it is possible that further surveys and other methods such as outreach work are necessary to gain a true picture of the situation within a community. Using the example of poor health, local agencies may not have picked up on problems within a particular Black and minority ethnic group due to difficulties with their actual accessing of services. There may be issues surrounding discrimination, physical access, cultural sensitivities, language barriers, or a lack of knowledge within a community that appropriate services are available to them.
Step 3: Examining Current Interventions (and developing a strategy)

Having set baselines and analysed data, strategies and interventions can be developed where necessary. Partnerships ought to consider the following questions:

- What is being done for the population at large and how might the Black and minority ethnic population’s needs differ?
- Are specific actions targeted at the Black and minority ethnic community through mainstream service delivery or programmes?
- What further actions are the partnership and other local stakeholders already planning that may affect Black and minority ethnic communities?

This question is crucial. It is regularly reported that different sections of organisations such as the police, local authorities, and the fire and rescue service call on small under-resourced groups to help them reach Black and minority ethnic communities in order to improve service delivery. Unfortunately they can have little or no idea of what is already happening in their own organisation to increase engagement and service provision locally. Joined-up work is essential to prevent disillusionment and the wasting of resources.

- What gaps have been identified from examining the existing data? And how can these gaps be filled?

It must be reiterated that before examining what extra or different activity might be required to deliver service performance improvements, partnerships first need to establish what existing information is available.

Partnerships should then list current and planned interventions in Table 2.1 and estimate their impact over a period of time set in a target in Table 2.2. In doing this they can also assess any risks to performance improvement associated with the proposed measure.

Box 1.5

For illustrative purposes, we shall continue to use the example of the fictional ward of Fenwood. In this ward it was found that a disproportionate number of people from the White Irish community had a limiting long-term illness (see Chart 2, page 17). We should therefore list any current and planned interventions that may impact on reducing the levels of limiting long-term illness in the White Irish community (see Table 2.1).
### Table 2.1: List of current and planned interventions that may impact on reducing the levels of limiting long-term illness in the White Irish community

<table>
<thead>
<tr>
<th>Brief description of action</th>
<th>Action being taken or planned?</th>
<th>By whom?</th>
<th>Brief assessment of progress</th>
<th>Expected impact on Irish community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target to increase use of local municipal sports facilities by all ethnic groups</td>
<td>‘Department for Leisure Services’ implementing baselining in Jan 04</td>
<td></td>
<td>Awaiting first quarterly report</td>
<td>Low</td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table 2.2: Predicted effect of current and planned interventions that may impact on the levels of limiting long-term illness in the White Irish community

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Start date</th>
<th>Key milestone</th>
<th>Key milestone</th>
<th>End date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target to increase use of local municipal sports facilities by all ethnic groups</td>
<td>Jan 2004</td>
<td>x% increase in use of sports facilities from across all ethnic groups by end 2004</td>
<td>x% increase in use of sports facilities from across all ethnic groups by mid 2005</td>
<td>x% increase in use of sports facilities from across all ethnic groups by end 2005</td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*This can be ranked as High, Medium or Low*
Either way, partnerships should now address the question:

- Are current and planned responses to the problem adequate in terms of combating inequalities, both in terms of design and delivery?

If the answer to this question is “yes”, the partnership should move on to Step 5 and articulate the interventions they are taking into an action plan. If the answer to this question is “no”, as is the case in our example, or “don’t know”, the partnership needs to undertake ‘option appraisal’.

It is of course possible that a number of current and planned interventions had been put in place to tackle the high incidence of limiting long-term illness in the White Irish community and a number more were planned. Data from surveys and anecdotal evidence from G.Ps in the area may have been gathered already and necessitated action. If this had been the case, Tables 2.1 and 2.2 would have been completed in much more detail. They would help us to review estimates of the effects of interventions for the benefit of the White Irish community and allow us to set realistic targets.

However, for the purpose of this example, the only intervention in place is a target to increase use of local municipal sports facilities by all ethnic groups, and no others are currently planned.
Step 4: Option Appraisal and Target Setting

The option appraisal stage is, quite simply, looking at the options open to the partnership and deciding on which ones to act upon. It is of vital importance and is an opportunity to probe and constructively challenge the analysis and the assumptions underlying present activity. Questions the partnership might wish to consider include:

- Have differences between ethnic groups been adequately identified, and what are the priorities?
- Is the analysis of the problem experienced by, in our example, the White Irish community sound?
- What is currently being done/planned to deliver the required contribution towards equality, and what more could be done?

Through asking the first two of these questions, it may be that the partnership decides it should conduct more ‘baselining’ and data analysis, to ensure that the groups most in need have been identified and that the data being used is reliable.

Through asking the third question to determine ‘what more could be done’, further consultation may be needed with voluntary and community groups and relevant local professionals such as schoolteachers and G.Ps. In the example we are using, a partnership might wish to consider the relationship between health and other problems that have already been reported for the Irish community (see Box 1.6).

Box 1.6

As an example, it has been suggested that the first generation White Irish community may have low literacy rates, resulting in an inability to communicate health problems to medical examiners to allow early diagnosis. It has also been shown that there is a high level of smoking within the community and rates for overcrowding in housing for Irish people are twice those of the population as a whole. Links between smoking and poor health, and poor housing conditions and poor health, are well established.

As a result of the findings described above, efforts to increase the uptake of adult basic skills training in the community might be necessary, together with promoting enrolment in smoking cessation services. Improvements in housing may also be considered. Box 1.6 points to the need for more joined-up solutions and how health, housing and education service providers must work closely together and share information.

It is important to note here that ethnicity monitoring is also about determining the extent to which any differential impacts identified are adverse and constitute unlawful discrimination. There is no clear statistical process or test to make a judgement on this. In some cases, activities or interventions specifically targeted at particular disadvantaged groups such as the White Irish community will have a different impact on other ethnic groups. These may be justifiable on the grounds of overcoming disadvantages experienced by, in our example, the White Irish community. However, it is important that partnerships seek advice from relevant expertise - including all relevant communities - when analysing and taking decisions from their ethnicity monitoring.

36Suggested in a memorandum submitted by Haringey Irish Community Care Centre to the UK Parliament Select Committee on Social Services in January 2000
37Smoking rates are higher than the national average for those in the Irish community (see www.hda.nhs.uk/html/research/smoking.html)
38Taken from Commission for Racial Equality website: www.cre.gov.uk/duty/duty_facts.html
Developing and Setting Targets
In order to assess whether different ethnic groups are receiving equal outcomes, a measurement should be agreed of the proportions that could be expected if equal opportunity was being achieved. A target can therefore be set. Targets should be agreed between key partners and factors such as local demographics must be taken into account.

Case Study: Middlesbrough Borough Council
Due to concerns over the performance of Black and minority ethnic schoolchildren, Middlesbrough Borough Council agreed a Local Public Service Agreement (LPSA) to raise the literary attainment at GCSE for Black and minority ethnic pupils. In 2001 a target was set that 40 per cent of Black and minority ethnic pupils would attain 5 A*-Cs at GCSE by 2003/04, a considerable increase from the baseline figure.

Problems with gathering information can be compounded by the fact that, as has already been discussed, under reporting of difficulties within some Black and minority ethnic communities might present an inaccurate picture when attempting to ‘baseline’. Manchester City Council has therefore taken the step of setting a target to increase the reporting of racist incidents.

Case Study: Manchester City Council
As part of its Crime and Disorder Reduction Strategy 2002-2005, Manchester City Council has set a target of a 20 per cent increase in the reporting of racist incidents in the first year and a 50 per cent increase in reports of incidents by year three. A further target is that 100 per cent of reports will result in further action from the outset and that the percentage of people who are satisfied that the work being done to reduce racist incidents is effective is increased.

Why? - All agencies represented on the Racist Incident Theme Group agree that there is significant under reporting of racist incidents within Manchester, as is the case nationally. Therefore, a target to increase the reporting and recording of racist incidents has been set, to establish the true level of racist crime so that effective action can be taken to deal with this problem.

Once a target has been set, it will be the yardstick by which data is analysed to check whether Black and minority ethnic communities are receiving a fair share of the services available.

It must be emphasised that a target is a system of measurement and should not be confused with a predetermined quota, which is unlawful under the Race Relations Act. A quota is a fixed number or percentage that is imposed for a particular area, and there is an obligation to achieve it. A target on the other hand is not an absolute minimum or maximum, as it may be over or underachieved.

See the LSP Delivery Toolkit on renewal.net at www.renewal.net/lsp for more details

For more information on LPSAs, visit the Local Government Association website: www.lga.gov.uk
Step 5: Revised Action Plan

Partnerships should articulate what action, both continuing and new, will now be taken to deliver the necessary improvements in performance. An action plan setting out milestones and targets is often used. A partnership can regularly monitor and review its policies and practices, together with the results of any consultations and impact assessments, to ensure it is meeting objectives and priorities set out in the plan. There should also be an emphasis on mainstreaming this monitoring within existing performance management frameworks.

Returning to our example of the White Irish community and limiting long-term illness, to assist this process, partnerships can list their revised current, planned and additional interventions in Table 2.3 and estimate their impact over a period of time, depending on the time-scale of a target in Table 2.4.

<table>
<thead>
<tr>
<th>Brief description of action</th>
<th>Action being taken or planned?</th>
<th>By whom?</th>
<th>Predicted impact on Irish community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target to increase use of local municipal sports facilities by Irish community</td>
<td>‘Dept for Leisure Services’ implementing baselining in Jan 04</td>
<td></td>
<td>Low/Medium</td>
</tr>
<tr>
<td>Increase uptake of smoking cessation services within Irish community</td>
<td>‘Health Services’ implementing baselining in September 04</td>
<td></td>
<td>High</td>
</tr>
<tr>
<td>Increase uptake of Adult Basic Skills training within Irish community</td>
<td>‘Education Services’ implementing baselining in September 04</td>
<td></td>
<td>Medium</td>
</tr>
<tr>
<td>Improvement in housing conditions for Irish community</td>
<td>‘Housing Services’ implementing baselining in September 04</td>
<td></td>
<td>High</td>
</tr>
<tr>
<td>Activity 5 etc</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This can be linked to the Improvement Plan that a Local Strategic Partnership will have to produce as part of their Performance Management Framework.
<table>
<thead>
<tr>
<th>Intervention</th>
<th>Start date</th>
<th>Key milestone</th>
<th>Key milestone</th>
<th>Target date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target to increase use of local municipal sports facilities by Irish community</td>
<td>January 2004</td>
<td>Increase level of use of local municipal sports facilities by Irish community by x% by end 2004</td>
<td>Increase level of use of local municipal sports facilities by Irish community by x% by mid 2005</td>
<td>Increase level of use of local municipal sports facilities by Irish community by x% by end 2005</td>
</tr>
<tr>
<td>Increase uptake of smoking cessation services within Irish community</td>
<td>To be confirmed</td>
<td>Increase uptake of smoking cessation services within Irish community by x% by end 2004</td>
<td>Increase uptake of smoking cessation services within Irish community by x% by mid 2005</td>
<td>Increase uptake of smoking cessation services within Irish community by x% by end 2005</td>
</tr>
<tr>
<td>Increase uptake of Adult Basic Skills training within Irish community</td>
<td>To be confirmed</td>
<td>Increase uptake of Adult Basic Skills training within Irish community by x% by end 2004</td>
<td>Increase uptake of Adult Basic Skills training within Irish community by x% by mid 2005</td>
<td>Increase uptake of Adult Basic Skills training within Irish community by x% by end 2005</td>
</tr>
<tr>
<td>Improvement in housing conditions for Irish community</td>
<td>To be confirmed</td>
<td>Improvement in satisfaction with housing conditions for Irish community by x% by end 2004</td>
<td>Improvement in satisfaction with housing conditions for Irish community by x% by mid 2005</td>
<td>Improvement in satisfaction with housing conditions for Irish community by x% by end 2005</td>
</tr>
<tr>
<td>Activity 5 etc</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The revised package of interventions and targets needs to be complemented by clarity and accountability about how the work will be taken forward operationally. This must be addressed in the plan. Partnerships should consider the following questions:

- Who is responsible for co-ordinating and driving forward the implementation of the plan?
- Is the implementation being tightly project managed and monitored?
- Are key agencies and the partnership itself actively supporting implementation?
- Is progress being reported to and monitored by a higher level group?
- How will the partnership help to overcome obstacles?
- How is under-performance addressed?
In Summary

The ethnicity monitoring process should be seen as a central element of the service delivery and management process, and a key element of meeting respective positive legal obligations to promote race equality and good race relations.

It is essential that partnerships take action with regard to ethnicity monitoring. Local circumstances require local initiatives and it is through monitoring that it can be determined whether they are successful or not.

Partnerships need to put in place monitoring and local evaluation systems that capture issues such as the actual beneficiaries of all projects. In turn, boards need to rapidly respond to findings emerging from this monitoring and decide whether tailoring projects to meet the potentially contrasting needs of different communities is necessary.

In taking the actions and meeting objectives and priorities set out in the action plan, partnerships can expect to achieve improved project outputs and a number of strategic outcomes which show real improvements over time. For example:

- Improved service provision reflecting diverse needs
- Better access to services and more accessible services
- Improved levels of satisfaction across all areas

### Annex I: Examples of performance data by ethnic group held by Government departments across key neighbourhood renewal themes. Details of where to find the information is in brackets.

<table>
<thead>
<tr>
<th>General Neighbourhood Renewal</th>
<th>Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local population by ethnic group at local authority and ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
<td>Self-assessment of health by ethnic group at ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
</tr>
<tr>
<td>Local population by ethnicity and religion at local authority level (Neighbourhood Statistics <a href="http://www.statistics.gov.uk/neighbourhood">www.statistics.gov.uk/neighbourhood</a>)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment</th>
<th>Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment/unemployment rates by ethnic group at local authority level (Labour Market Statistics <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
<td>Household composition by ethnic group at ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
</tr>
<tr>
<td>Occupation by ethnic group at ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
<td>Levels of occupancy of households by ethnic group at ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crime Reduction</th>
<th>Traffic and Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels of victimisation on key areas of crime by ethnic group at national level (British Crime Survey <a href="http://www.homeoffice.gov.uk">www.homeoffice.gov.uk</a>)</td>
<td>Non-decent households by ethnic group at national level (English House Condition Survey 2001 <a href="http://www.odpm.gov.uk">www.odpm.gov.uk</a>)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>GCSE results by ethnic group (Pupil Level Annual School Census. See <a href="http://www.dfes.gov.uk/rsgateway/DB/SFR/s000448/index.shtml">www.dfes.gov.uk/rsgateway/DB/SFR/s000448/index.shtml</a>.</td>
<td>Number of cars owned by households by ethnic group at ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
</tr>
<tr>
<td>Highest level of qualification attained by ethnic group at ward level (see 2001 Census Standard Area Statistics. These can be requested from <a href="http://www.ons.gov.uk">www.ons.gov.uk</a>)</td>
<td></td>
</tr>
</tbody>
</table>
## Annex II: Examples of Surveys

Table to show examples of surveys that can be undertaken to fill knowledge gaps where Black and minority ethnic communities are concerned. Information on gender, age, disability, faith, and sexual orientation should also be collected by the surveys where relevant.

<table>
<thead>
<tr>
<th>General Neighbourhood Renewal</th>
<th>Traffic and Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels of satisfaction with neighbourhood by ethnic group</td>
<td>Levels of satisfaction with public transport by ethnic group</td>
</tr>
<tr>
<td>Access to translation and interpretation services by ethnic group</td>
<td>Provision of local public transport information</td>
</tr>
<tr>
<td>Accessibility of local services by ethnic group</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment</th>
<th>Community Cohesion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment rates of young people by ethnic group</td>
<td>Residents’ priorities for improving an area by ethnic group</td>
</tr>
<tr>
<td>Business start-ups by ethnic group</td>
<td>Feeling of ‘living in the community harmoniously’ by ethnic group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crime Reduction</th>
<th>Community Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents who feel secure by ethnic group</td>
<td>Level of influence over decisions affecting the local area by ethnic group</td>
</tr>
<tr>
<td>People reporting anti-social behaviour by ethnic group</td>
<td>Residents involved in community or voluntary groups by ethnic group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>Recreation and Leisure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels of pre-school education by ethnic group</td>
<td>Use of sports facilities/take-up of sports sessions by ethnic group</td>
</tr>
<tr>
<td>Pupil involvement in extra-curricular activities by ethnic group</td>
<td>Levels of library use by ethnic group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health</th>
<th>Social Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels of use of health services by ethnic group</td>
<td>Levels of satisfaction with social services by ethnic group</td>
</tr>
<tr>
<td>Levels of patient satisfaction by ethnic group</td>
<td>Older people helped to live at home by ethnic group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenant satisfaction by ethnic group</td>
<td></td>
</tr>
<tr>
<td>Levels of homelessness by ethnic group</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical Environment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Perception of physical deterioration of neighbourhood by ethnic group</td>
<td></td>
</tr>
<tr>
<td>Levels of satisfaction with refuse/cleaning services by ethnic group</td>
<td></td>
</tr>
</tbody>
</table>
A bibliography to show a selection of reports, guidance and toolkits that may be useful to local agencies with regard to ethnicity monitoring and the promotion of race equality.


**The Audit Commission (2002):** *Directions in Diversity*

**The Audit Commission (2002):** *Equality and Diversity - Learning from Audit Inspection and Research*

**The Audit Commission (2002):** *Quality of Life: Using quality of life indicators*

**The Audit Commission (2004):** *The Journey to Race Equality: Delivering improved services to local communities*

**M. Beazley & P. Loftman (2001):** *Race and regeneration: Black and minority ethnic experience of the Single Regeneration Budget.* London Borough of Camden/ Local Government Information Unit

**Centre for Ethnicity and Health (2003):** *The Department of Health’s Black and Minority Ethnic Drug Misuse Needs Assessment Project*

**Commission for Racial Equality (2002):** *Ethnic Monitoring: A guide for public authorities*

**Commission for Racial Equality (2003):** *Race equality and public procurement: a guide for authorities and contractors*

**Commission for Racial Equality (2003):** *Race equality and procurement in local government: a guide for authorities and contractors*

**Commission for Racial Equality (2004):** *Public Authorities and Partnerships: A guide to the duty to promote race equality*

**Department for Education and Skills (2003):** *Pupil Level Annual School Census 2002*

**Department of the Environment, Transport and the Regions (2000):** *New Deal for Communities Race Equality Guidance*

**The Department of Health and the Neighbourhood Renewal Unit (2002):** *Health and Neighbourhood Renewal: Guidance from the Department of Health and the Neighbourhood Renewal Unit*


Home Office (2002): Race Equality in Public Services


Home Office and Department of Education and Employment (2000): Consultations with BME Voluntary Organisations about the New Connexions Service

Merton Borough Council (2000): Response to the MacPherson Report: The Past We Inherit The Future We Build.
(See IDeA's website: www.idea.gov.uk)


Office of the Deputy Prime Minister (2003): Guidance for the design and co-ordination of area based initiatives and local partnership based programmes


Office of the Deputy Prime Minister (2003): Media and PR Toolkit. How to create effective, engaging communications


Annex IV: Using neighbourhood statistics - a brief guide

If you want ethnic statistics for your local area, there are a number of options on Neighbourhood Statistics:

- Choose **Find summary statistics** if you want to produce a report which covers a range of topics for your area including ethnic group. If you enter a ward name or postcode, this report will allow you to compare the results for your ward, with your local authority and England/Wales as a whole.

- If you want statistics for areas smaller than a ward, you need to choose data that goes down to **output area level**.

**Building a picture of your area using Output Area level data.**

- To see how output areas relate to your area, click on the **Interactive Map** - the fourth option on the www.statistics.gov.uk/neighbourhood homepage.

- Click on the **Change** button on the right of the screen. Now select ‘2003 Administrative Area - National to output area level’ for the region you require and click on **Apply**. A map for the selected region will appear.

- To find your area, you can either enter a postcode into the search box above the map and click on Find, or zoom in directly to your area by clicking on Zoom In (above the map) and repeatedly clicking on the map until you can view the area you want. To magnify the map quickly, click on Zoom In and click and drag over the area you want to zoom into. The smaller the area selected, the further you will zoom.

- When the map has been sufficiently magnified, output area boundaries and codes will appear. To select output areas, you need to click the radio button next to output areas and then click on **Select** (above the map) and click on the area you want on the map. The area will now appear under **Your Selections** on the right hand side.

- You can also highlight output areas as you select them by clicking on **Map Options and Key** and selecting **Area Selection Options**. Click on **Select with Highlight** and click on **Apply**.

- Now click on **Choose dataset**.

- Click on **People & Society** and then **Population & Migration**. The two datasets that you may want to look at are ‘Ethnic Group’ (number or percentages) or ‘Multiple Ethnic Group’.

- Click on **View** to see the dataset. You can now download this into Microsoft Excel by clicking on **Download** at the top of the screen.

There are many other datasets available on the website that could help you. To see what is available go into www.statistics.gov.uk/neighbourhood and click on the second option on screen **Find detailed statistics by subject**. This will bring up a list of all the data held online.
Annex V: Voluntary and community sector organisations

Black and Minority Ethnic Neighbourhood Renewal and Regeneration Network (BNRRN)
BNRRN is a project of the Council of Ethnic Minority Voluntary Sector Organisations (CEMVO). BNRRN’s mission is to become the “Centre of Excellence for neighbourhood renewal and regeneration for BME communities”.

Black and Minority Ethnic Neighbourhood Renewal and Regeneration Network
c/o CEMVO
Boardman House
64 Broadway
Stratford
London E15 1NG
Tel: 020 8432 0311
Email: bnrrn@emf-cemvo.co.uk
Web site: www.emf-cemvo.co.uk/bnrrn

Black Health Agency
The Black Health Agency provides a range of health-related services, projects and initiatives for the diverse Black communities locally, regionally and nationally.

Zion Centre Community Resource
339 Stretford Road
Hulme
Manchester
M15 4ZY
Tel: 0161 226 5412
Web site: www.zioncentre.org.uk/bha.html

Black Training and Enterprise Group (BTEG)
BTEG is a national agency contributing to the economic regeneration of Black communities in England. It has grassroots support and maintains a constant dialogue with the Black voluntary sector, Government agencies, local authorities, TECs, the Commission for Racial Equality and the Employment Service.

Black Training and Enterprise Group
Regents Wharf
8 All Saints Street
London N1 9RL
Tel: 020 7713 6161
Email: bteg@btinternet.com
Web site: www.ncvo-vol.org.uk/bteg.html

Council of Ethnic Minority Voluntary Organisations (CEMVO)
CEMVO aims to tackle the problems and obstacles affecting Black and minority ethnic communities in the UK by securing financial and technical support from Black and minority ethnic professionals.

Council of Ethnic Minority Voluntary Organisations
Boardman House
64 Broadway
Stratford
London E15 1NG
Tel: 020 8432 0307
Email: enquiries@emf-cemvo.co.uk
Web site: www.emf-cemvo.co.uk
Federation of Black Housing Organisations (FBHO)
FBHO is a membership body working with Black and minority ethnic housing associations, individuals and key partners to promote and work for a diverse, innovative and dynamic social housing sector.

Federation of Black Housing Organisations
2nd Floor
1 King Edwards Road
London E9 7SF
Tel: 020 8533 7053
Email: fbno@teleregion.co.uk

National Black Police Association (NBPA)
The National Black Police Association is a body representing the 36 Black Police Associations in the UK. It seeks to improve the working environment of Black staff by protecting the rights of those employed within the Police Service. The NBPA seeks to enhance racial harmony and the quality of service to the Black community of the United Kingdom, thereby assisting the Police Service in delivering a fair and equitable service to all sections of the community.

National Black Police Association
Room 234-235
Clive House
Petty France
London SW1H 9HD
Tel: 020 7273 3249
Fax: 020 7273 4555
Email: npba@nationalpba.com
Web site: www.nationalpba.com

National Black Youth Forum (NBYF)
An organisation run by and for young Black people, working to implement positive change for young Black people and ensure that services are appropriate to their needs.

National Black Youth Forum
P.O. Box 139
East Oxford DO
OX4 1FT
Tel: 01865 792662
Email: infodesk@nationalBlackyouthforum.org.uk
Web site: www.nbyf.org

Positive Action Training Highway (PATH UK)
Path UK is a Skills Development Agency working with employers in England and Wales to address the under-representation of Black and minority ethnic people in middle and senior management level occupations.

Whittington House
764-768 Holloway Road
London N19 3SG
Tel: 020 7281 8001
Web site: www.pathuk.co.uk

Asylum Seekers and Refugees
Refugee Council
The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees and has a regional network. It gives practical help and support to asylum seekers and refugees and also campaigns to ensure their needs and concerns are addressed.
http://www.refugeecouncil.org.uk

National Asylum Support Service (NASS)
The Home Office’s NASS is responsible for accommodating and supporting asylum seekers while their claims are being processed. Their website includes information about asylum seekers and NASS’ wider role.
http://www.ind.homeoffice.gov.uk
Refugee Action
Refugee Action is a national charity that aims to build new lives in the UK and provide practical advice and support to asylum seekers and refugees.
http://www.refugee-action.org.uk

Princes Trust
The Princes Trust is a UK charity that helps young people overcome barriers and get their lives working, through practical support including training, mentoring and financial assistance.
http://www.princes-trust.org.uk

Commission for Race Equality and Race Equality Councils
Commission for Racial Equality (CRE)
The Commission for Racial Equality is a publicly funded, non-governmental body which was set up under the Race Relations Act 1976 to tackle racial discrimination and promote racial equality in both the public and private sector.

Head Office
St Dunstan’s House
201-211 Borough High Street
London SE1 1GZ
Tel: 020 7939 0000
Email: info@cre.gov.uk
Web site: www.cre.gov.uk

Regional Offices
Birmingham
3rd floor, Lancaster House
67 Newhall Street
Birmingham B3 1NA
Tel: 0121 710 3000
Fax: 0121 710 3001

Leeds
1st floor, Yorkshire Bank Chambers
Infirmary Street
Leeds LS1 2JP
Tel: 0113 389 3600
Fax: 0113 389 3601

Manchester
5th floor, Maybrook House
40 Blackfriars Street
Manchester M3 2EG
Tel: 0161 835 5500
Fax: 0161 835 5501

Race Equality Councils (RECs)
Race Equality Councils are organisations that work in local areas, among local communities to promote racial equality and tackle racial discrimination. To find an REC by region, visit:
http://www.cre.gov.uk/about/recs.html