

Discrimination advice and the Commission for Equality and Human Rights

How can we make sure people have access to advice and justice?

Report of seminar series for advice agencies, equality organisations and Department for Communities and Local Government:

July 2006

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1. Introduction

Inequality and discrimination have a serious and sometimes devastating effect on people's lives. They damage the economy and harm our sense of community.

In October 2007, the new Commission for Equality and Human Rights will come into being. The role of the CEHR, set out in the 2006 Equality Act, includes provision of advice and information on rights and equality laws and assisting individuals who believe they have been the victim of unlawful discrimination.

These seminars gave advice sector agencies, equality organisations and the team setting up the Commission a chance to discuss the future of advice to individuals who face discrimination and unfair treatment.

Three seminars took place: in Cardiff (June 19), London (June 23), and Edinburgh (June 26). They were organised by a partnership of adviceuk, Citizens Advice England, Scotland and Wales, and the Equality and Diversity Forum. We gratefully acknowledge the funding and support provided by the Department for Communities and Local Government.

2. This report

The seminar report has been prepared by staff at Citizens Advice based on group discussions at all three seminars. The information comes from the participants and does not necessarily reflect the views of the partner organisations who organised the seminars. We have not been able to do full justice to the richness of the discussions, but have tried to include as much detail as possible. Some points may contradict others, as we have tried to capture the range of views expressed.

Although we have not reported on each seminar individually, any specific issues relating to England, Scotland or Wales have been included under each heading.

There was a lot of overlap between the morning and afternoon discussions. To avoid repetition, the report is organised to show the barriers, opportunities and things to build on, and recommendations according to key themes, such as public information and partnerships.

Appendix one (attached separately) is the presentation given by members of the CEHR transition team at each seminar. Appendix two lists written questions to the CDLG from participants to be answered after the events. Appendix three shows participants' answers to a questionnaire designed to assist the CEHR's mapping exercise of the advice sector.

3. Expectations of the CEHR and working together: barriers, opportunities, and recommendations

3.1 Policy and strategy

Overall there was a broad welcome for the Commission's wide-ranging mandate to tackle inequality and discrimination, and the centrality of human rights to its work.

Participants wanted to know more about what the CEHR's strategy would look like in practice, and had concerns about how the CEHR would be able to work effectively and fairly across the different equality strands, and about whether it would be able to hold governments to account.

Barriers

1. Current discrimination legislation is extremely complex and there are variations between England, Scotland and Wales. There is little expertise available on the ground in relation to advice on the Human Rights Act.
2. There is some scepticism amongst local advice providers about whether the CEHR will really respond to the outcomes of consultation processes. Some participants wondered how the Commission would be held accountable to the different communities it serves. There are also fears that consultation may lead to regressive action, if groups opposing rights have a strong and organised voice.
3. There were concerns about political interference in the CEHR's work. Also, the potential for conflict between the CEHR's work advising and informing government, and its scrutiny and enforcement role (including its regular state of the nation report). Some participants felt that the scrutiny role should be taken by a genuinely independent body and argued that there will remain a very important role for independent agencies and lobby work. Commissions in the past have tended to be conservative and cautious.
4. There were concerns about whether the CEHR will be able to work effectively across many agendas, whether some equality strands will be favoured at the expense of others, and whether the CEHR will mean that strand-specific expertise gets lost or diluted.
5. Lack of clarity caused by CRE joining CEHR in 2009: where will people go for advice on race discrimination or multiple discrimination including race in the interim?
6. Lack of clarity about how the CEHR and the new Scottish Human Rights Commission will relate to each other. There were some concerns from Scotland that the CEHR might be seen as an English organisation.

Opportunities and things to build on

1. Some participants felt that pulling all the commissions together makes equality and discrimination a majority issue and provides an unprecedented opportunity to address multiple discrimination and to address issues faced by people who do not readily identify themselves as belonging to one particular 'group'.

2. There is the potential for the CEHR to be a commission with local solutions to local issues, and to set the rights agenda for next 5 – 10 years.
3. Better strategic use of resources and better coordination could end the competition between strands under the DRC, EOC and CRE.
4. Potential influence on national and local governments:
 - Joined-up thinking – the CEHR can ensure that vision and good practice on equality and human rights is mainstreamed across government departments. Use the state of the nations report to make recommendations to government and other relevant bodies.
 - Increase buy-in from local governments. Challenge bad practice within local authorities - local authorities must be involved as a key stakeholder.
 - Use evidence to counteract the ‘Daily Mail effect’ on government.
5. The CEHR could improve the evidence base on discrimination, drawing from a range of sources including advice agencies. To monitor trends across different equality strands, map future demographics to map future demand, identify people who have suffered discrimination but have previously little access to effective advice, and identify gaps in policy and practice relating to specific strands.
6. The CEHR could respond proactively to emerging issues: for example migrant workers’ advice needs. Mechanisms will be needed to provide quick and effective feedback from frontline advisers to inform policy development.
7. A Welsh office of the CEHR could have a stronger voice than the separate Commissions’ Welsh offices: for example, in developing Wales-specific campaigns or insisting that specific figures are available on discrimination cases brought in Wales (not currently the case).

Specific recommendations

1. The CEHR should raise issues – such as the lack of capacity and funding for representation in discrimination cases – with government.
2. Many participants felt that the CEHR has an important role to play in ensuring a clearer and more consistent legislative framework for equality as an outcome of the Discrimination Law Review. For example, making sure that employers are not able to use the ‘reasonably practicable’ requirement in the Disability Discrimination Act to evade requirements; pressing for Goods, Facilities and Services protection for trans people.
3. In addition, the UK should ratify Protocol 12 of the European Convention on Human Rights (self standing right to protection against discrimination).
4. Almost every group felt that the CEHR needed to evaluate and learn from the experiences of the current Commissions. It should avoid reinventing the wheel in cases where networks and service provision are working well.

5. The CEHR has an important role to play in engaging with businesses and statutory bodies so that:
 - Employers and businesses understand their obligations, promote equality and to prevent discrimination happening in the first place.
 - Agencies – for example, schools, social services, and health providers – can direct people who they think have experienced discrimination to the CEHR helpline or local advice providers.
6. The CEHR should promote dialogue across the strands: by promoting the idea that discrimination is the common thread between the groups.
7. The CEHR should support the ‘nothing for us without us’ approach and find mechanisms to include people with learning difficulties, d/Deaf people.
8. The CEHR should **actively** use its investigative powers to challenge organisations that discriminate.
9. One group referred to a commitment from the Welsh Assembly that everyone needing advice would get it following the creation of the CEHR. Participants said this should be remembered and CEHR held to it.

3.2 Public information and awareness

All groups emphasised that the CEHR needed to communicate directly with the public about what the CEHR is, the law says and their rights, to find ways of engaging with people at risk of discrimination, and to do so in a way which allowed people to seek advice if they needed it. Some participants asked how the CEHR would find out what problems people face.

Participants welcomed the proposal for a CEHR helpline and website as essential tools to raise awareness of rights and potential courses of action, and to help people access information and services.

Barriers

1. Discrimination work is made more difficult and expensive because of tight time limits, complex workplace dispute resolution procedures, lengthy hearings and the adversarial nature of procedures in Employment Tribunals and County Courts. Internet or helpline support is not sufficient to support most people through this process.
2. People’s understanding of their rights and possible remedies is limited, and there is little awareness of the CEHR or what it will do. Where people are aware, there is a danger that expectations will be either very high or very low: these expectations need to be managed.
3. The way human rights issues have been dealt with by the media is not always helpful.
4. Scottish participants said that surveys had shown only 50% of their clients had internet access.

Opportunities and things to build on

1. CEHR branding may make it easier for people to access information and advice for cross-strand issues.
2. Information about different local advice providers should be available to the public: CEHR could build on existing resources, such as the Citizens Advice adviceguide, CLS Direct and so on.
3. Children and Young People's Commissioner in Scotland is good model of setting up a commission and getting positive media coverage. Examples of other successful campaigns in Scotland include: "See me campaign", "The One Scotland", "Many Cultures", Violence against @women and anti Smoking campaigns.
4. The CEHR could learn from the open consultation processes from the Scottish Parliament.

Specific recommendations

1. Many groups underlined the need to make information accessible and present people's rights in plain language. Website information should be available in BSL and the Welsh language.
2. An accompanying website, with Frequently asked Questions and an email information service, will be useful for many people.
3. The CEHR team should consider how to overcome the major hurdles many clients face in accessing justice effectively. Many people will not be able to take action if they are simply given information about their rights. Other people may misinterpret information. For both groups, practical support and face to face advice, delivered locally, are essential.
4. Getting the skills balance of helpline staff right will be key, with a mix of generalist and strand-specific skills. Teams, including staff from the existing commissions, will need to be trained to fit this profile.
5. Some participants recommended a 'triage' system for the helpline: combining an initial assessment of need and urgency with referral (if appropriate) to specialists.
6. Some participants argued that specialist advice should be a priority because the wider advice sector is well placed to deliver generalist discrimination advice.
7. One group pointed out that helpline staff should have a firm grounding in holistic advice provision, so that they were able to understand the non-discrimination dimension of cases.
8. All groups felt that helpline services should be provided by people with a good knowledge of local services and local issues. Local monitoring of calls will also help to build up a picture of what discrimination issues are emerging where

- In Wales, groups felt it was important to have a service delivered from Wales to ensure that Welsh language issues, the kind of discrimination issues faced by people in Wales, and access to local networks, were not missed.
 - Some participants in England felt that advice should be delivered regionally.
 - Scottish participants felt it was important that helpline advice was delivered by people with a clear understanding of the Scottish legal system, and an understanding of some of the regional variations in resources and provisions within Scotland.
9. One group suggested that the CEHR should combine information provision with advocacy: for example, through poster and web campaigns, text messages, targeted campaigns with identified groups such as young people and faith groups, influencing citizenship curricula in schools, and providing standard letters for people to use to tackle discrimination against themselves.
 10. Local organisations can assist by making CEHR information available to clients, if it is produced in ways that can be displayed in offices and outreach centres.

3.3 Advice and representation

All groups wanted the CEHR to play a role in discrimination advice either providing advice or funding others to take cases. For some setting and monitoring standards for discrimination advice delivery was important. Sustainable funding for services was a key issue for all groups.

There were widely shared concerns about how the transfer of responsibilities from existing Commissions to the new CEHR could be managed without disrupting current services to clients.

Barriers

1. Overall, skills and capacity are limited at generalist and specialist level: particularly on human rights issues, the 'new' strands, and discrimination in goods, facilities and services. There are advice deserts in particular geographical areas.
2. Recognising discrimination cases in the first place is a major challenge, since most clients don't present asking for help with discrimination. It may be unrealistic to expect volunteer advisers to specialise in discrimination, and volunteer turnover is an issue. There can be difficulties separating out discrimination from other advice issues.
3. There may be resistance by specialists to taking on other areas of work.
4. Overcoming access barriers for clients and advisers can be complex and costly. For example, people with learning difficulties often rely on paid carers to act for them, but the organisations who employ these carers are reluctant to make complaints or take on cases. Facilitating access for people and their assistants to regional conferences and learning events is also expensive: it is important that this is considered and a way to fund access is agreed.

5. There is currently limited knowledge about who does what, and how well. Some participants questioned whether the CEHR had time to properly understand the advice sector in time to start work in October 2007.
6. There are real challenges reaching 'problem noticers', for example staff in social services, health authorities and so on.

Opportunities and things to build on

1. There is an opportunity to build a service based on client need. An advice strategy for the three countries could address this.
2. A more inclusive and integrated (all strand) approach will give a better chance of resolving discrimination problems that more clients will access. People may not fall through the gaps they currently do – e.g. when an agency is funded to work in one area such as racial discrimination alone.
3. Opportunity for CEHR to reach into communities and build their capacity to tackle discrimination.
4. Bringing tribunals into a unified Tribunal Service could lead to rethinking how Employment Tribunals work.
5. Opportunity to develop a national discrimination training strategy, drawing on the National Occupation Standards for training. There's a particular need to raise advisers' awareness of indirect discrimination. Because laws (incl. caselaw) and staff change, there needs to be a continuous training programme. Extension of initiatives such as a Cardiff University Course on employment discrimination and tribunal representations, which draws in the expertise of local solicitors and the Commissions and Wolverhampton University/Citizens Advice employment discrimination casework course.
6. Scotland: There's no Community Legal Services in Scotland. There's Community Legal Aid Board – currently considering funding for lay advice agencies under Scottish Legal Aid Bill. SERN involved in project with CLAB on quality standards. Do we need system for accreditation or licensing at different levels of discrimination advice or is there a current one we can use to passport agencies in?
7. An opportunity to develop a fully bilingual service for redress in Wales (although there are barriers here – rhetoric about establishing such a service will require funding for training and development of appropriate staff).
8. The Commission in NI is accessible (you can go in and use their library or ask them a complicated question and get a written response within 48 hours). The Commission in NI has had a lot more money put into it and discrimination tends to be taken more seriously probably because of the history on religious discrimination.

Specific recommendations

1. The CEHR needs to be realistic about advice sector capacity:
 - Agencies have been struggling to cope with cases with insufficient resources since the current commissions began to focus on strategic cases only. Small

organisations, in particular, will not have the capacity to take on many referrals from the CEHR.

- New laws on discrimination on religion/belief, sexual orientation and age are stretching existing capacity even further.
 - As much lead time as possible to help agencies prepare for any changes to their work will be helpful.
2. Investing in the capacity of advice agencies to take forward discrimination work will help the CEHR to deliver on its mandate. Suggestions included:
- Free discrimination advice training and toolkits for advisers to make sure that all generalist advisers are able to identify discrimination issues and feel confident about raising them.
 - Training for advisers in new equality law, to help them recognise potentially strategic cases for the CEHR.
 - Publishing and monitoring benchmarks or standards for discrimination advice.
 - Regional networking for advisers.
3. The CEHR could look beyond independent advice agencies to other partners, for example –
- Trade Unions and solicitors in private practice.
 - Informal providers of advice: for example, the 150 member organisations of Disability Wales, who can continue to play an important role in advice provision, but need peer support.
 - Equality organisations, who can play a particularly important role in reaching out to specific communities, and in highlighting the issues faced by different people– including people who live in rural areas.
4. Participants wanted to know more about the future role of Race Equality Councils:
- How the existing advice services provided by RECs would be sustained - whether by direct funding or through agreements between the CEHR and the DTI or LSC - particularly once the CRE is wound-down in 2009.
 - What support would be available for RECs who wanted to take on specialist casework across all the equality strands: evolving into 'Equality and diversity centres'.
 - What will happen to RECs' role on racist incident monitoring and coordination.
 - What relationship is envisaged between RECs and CEHR link points in regional offices.
 - Participants in Wales wanted Welsh RECs to be involved in future discussions.

5. Some groups commented on the kind of advice relationships that worked best: they said a personal, accessible relationship worked best. ‘An opportunity to talk through the merits of a case with a friendly lawyer’ was seen as the best kind of support: although people recognised this may not always be affordable.
6. Quality assurance:
 - The CEHR could coordinate standards, but should listen to the advice sector and accrediting bodies so as not to impose new standards or duplicate existing ones (eg the LSC quality mark on discrimination, National Occupation Standards for training on discrimination). It could provide generic guidelines for client service expectations, casework and policy. There need to be national standards, but with flexibility for local circumstances, eg variation for rural racism and urban racism.
 - The standards could be used to promote consistency across different areas, and put pressure on local authorities to fill gaps in provision.
 - Benchmarking for solicitors who provide discrimination advice would be helpful, although this might deter them from taking on cases.
7. Staff from the current commissions in Wales hoped they could continue providing informal, mentoring support for other organisations such as trade unions and Citizens Advice Bureaux who take on ‘non-strategic’ cases: this offers training and experience to agencies, and is invaluable for relationship building.
8. One group wanted the CEHR to challenge them to continually improve, avoiding a punitive approach.
9. Much of what limited discrimination advice exists currently is delivered through project work with short-term and insecure funding. It is important that plans to deliver the strategy do not depend on these projects continuing.
10. There needs to be a database of specialists.

3.4 Advice to advisers and strategic cases

The following general points were made:

1. Many groups felt there should be phone and/or web-based second tier advice for advisers.
2. Some suggested the CEHR could provide second tier support for advisers via Citizens Advice Adviceguide or Advisernet sites.
3. The Scottish Legal Aid Board have undertaken pilot projects in second tier advice, partnership working, supply mapping and quality assurance.
4. All groups supported the CEHR focusing on **strategic cases**. One group felt it was important for the CEHR to act as a ‘higher authority’: taking cases on as a last resort when all other remedies had failed. All groups asked for clarity on the criteria and process for selecting ‘strategic’ test cases. This would help avoid clients being needlessly passed backwards and forwards between advice agencies and the CEHR.

3.5 Partnerships and networks

All groups wanted the CEHR to support partnerships and referral networks, sharing information and best practice, training and coordination.

Barriers

1. The voluntary sector lacks resources to invest in partnership building with the CEHR and within its own membership.
2. Developing effective policy work, and detecting patterns of discrimination (for example, in a local authority work) will be difficult with so many organisations involved, and without a shared recording system to bring together information on cases and issues, and inform the CEHR about what issues are arising locally.
3. If the CEHR becomes the only face of discrimination advice, people will be unable to access advice in different ways and will fall through the net.
4. Avoiding local level competition.

Opportunities and things to build on

1. This is an opportunity for the CEHR to build on existing goodwill that already exists amongst some discrimination agencies, including CABx and independent advice centres, and enhance it further through partnerships. In terms of partnerships, it's necessary to:
 - Address attitudes towards partnerships.
 - Share information and learning between agencies.
 - Map the roles and skills of various agencies.
 - Pilot different models of partnership and service delivery.
2. Examples of existing service delivery partnerships:
 - Learn from LSC partnerships. Some worked, some didn't, but in any case within a short period the LSC stopped resourcing them. The East London Financial Inclusion Unit was one success that came from an LSC partnership.
 - CLACs and CLANs could be a model for commissioning subregional discrimination work, with Law Centres and Citizens Advice Bureaux as the embryonic hubs. But would need to not repeat mistakes of LSC – very top down, corralling agencies. 'It may be naïve to think bureaux and Law Centres will just work together – both facing funding problems and worries of redundancies, could end up competing for resources'.

- In England:
 - Kingston REC and Kingston CAB share premises and have a partnership model that could be developed and replicated.
 - Race Equality Councils and Ethnic Minority Law Centres in parts of England, where solicitors provide free advice on race legislation, could be extended to provide advice on other equality legislation
 - Gloucester has a central access point directing clients to an appropriate organisation.
 - Harlow Welfare Rights and Advice works well with Essex County Council, who will take on representation work if they can.
 - In Scotland current commissions rely heavily on CABx to take on non-strategic cases. It will be fine for the CEHR only to do strategic cases as long as other agencies can take non-strategic cases and be supported in doing that through ongoing transfer of expertise, networking, training, video links, and casework support. Could strengthen relations and collaboration between Citizens Advice Scotland and commissions. Partnership to deliver training, both for generalists and caseworkers.
 - In Wales, limited resources have lead to effective networking and sharing of expertise: there is a lot of potential for learning from this experience. However, capacity to extend these partnerships is limited, and access to services is also low in some areas. Getting through to a CABx can be difficult, the current Commissions take very few cases, and solicitors are generally more interested in either high-profile strategic cases (which tend to fall under the Commissions' remit) or straightforward cases (which CABx can deal with). There are few other specialist providers – such as the Cardiff Law Centre, but this is only open to people who live or work in Cardiff.
 - Learn from the organisations funded by DCLG to increase capacity on employment discrimination Sexual Orientation, Religion and Belief and Age Regulations.
3. The CEHR could initially target one local authority to demonstrate how the CEHR will impact and what works. Regional Conferences could be used to promote this and other best practice.
 4. The CEHR regional presence/regional forum could support local networks where groups can learn from each other's practice and work together to promote equality locally.
 5. Advice forums already exist in many areas. Egs:
 - The Scottish Employment Rights Network is a constituted body and includes DRC and Citizens Advice Scotland – but this has an employment focus, only one member of staff and may not be an appropriate forum for discussion of wider equalities and discrimination advice matters. There are also effective local forums: for example, Fife Advice Forum, and the Dundee Advice Workers Network.

- England - East region has an active network of agencies including RECs and Citizens Advice Bureaux, that held a workshop this year to discuss how they could work together and with the CEHR.
- Age Concern and others have local advice networks.
- Valleys REC is prepared to take a lead on establishing Regional Conferences and Disability Wales can also act in a coordinating role. Alternatively the Employment Rights Network in Wales could be expanded to include goods, facilities and services.

6. Equality forums also exist. Egs:

- The Equality and Diversity Forum is a good model of strands working together. EDF experience has been that working together across different areas of discrimination is useful in identifying areas of common concern and also in addressing tensions between different groups or interests.
- SCVO had an equality and diversity forum, and the Law Society Scotland were also working on an equalities forum.

Specific recommendations

1. Almost every group believed that the CEHR should undertake a mapping exercise to build a picture of how and where frontline discrimination advice is being provided. Some groups argued this should be an ongoing exercise: accurate, up to date information will help ensure a good service for clients. The LSC did a lot of mapping work when developing the CLS strategy – it might be possible to use their data, as well as TUC/Acas research into employment discrimination cases.
2. Many groups argued strongly for a statutory duty to provide advice, either on the part of the CEHR, or local authorities. Fulfilling this duty would be the driver for funding and prioritisation.
3. 'Buck-passing' and 'referral fatigue' are problems that partnerships and referral networks can avoid. They should be built in a way that provides the best possible service for clients.
 - One group suggested mapping 'client journeys', with a commitment to addressing any gaps in services identified.
 - Existing, effective frontline services should be sustained, with a clear coordination role for the CEHR, clear agreements on referrals and roles, and engagement with local networks.
 - One group suggested that the CEHR could provide very practical support for local partnerships, by providing model partnership agreements and guidelines. Where services are not available, the CEHR should provide (or ensure access to and fund) specialist advice.
 - Both agencies and the CEHR need to recognise that partnerships need time, energy and resources, to build this into long term planning and funding, and to commit to joint working even where there is a history of mistrust.

4. Most groups asked for clarity on how the CEHR would work locally, regionally, and at a country level and recommended setting up suggested regional or sub-regional networks or standing conferences on equality and discrimination issues. These would bring together advice, voluntary and statutory sectors, CEHR, local authorities and Welsh and other Local Government Associations. Their focus should be strategic and key operational issues, developing sub-regionally available services, capacity building and good practice.
5. CEHR transition team should work closely with the Public Legal Education and Support (PLEAS) task force.

3.6 Funding

Funding was a key issue for all groups. Most organisations made it clear that they wanted funding for generalist discrimination advice, casework and representation to be just one part of a relationship with the CEHR that also involved capacity-building, sharing best practice and dialogue about emerging policy issues and how to tackle them. But all groups also stressed that discrimination advice must be properly and publicly funded: the impact of previous funding cuts (for example in Legal Aid provision) is already making itself clearly felt.

Barriers

1. Local level partnership may be undermined by competition between organisations and/or funders' preferences: some funders do not encourage partnership, do not fund single-strand working, or only fund certain strands.
2. The costs of taking forward discrimination cases for individuals and advice agencies need to be met. Many people who experience discrimination are still employed and ineligible for free representation even where it is available. In one area, 6 private solicitors working on discrimination had given up their CLS contracts because they were unable to make a profit.
3. The lack of a duty on local authorities to fund independent advice services is a major barrier.
4. Some groups questioned whether the CEHR's overall £70 million budget would be sufficient to cover the demands of new work on discrimination related to age, sexual orientation and religion/belief.

Opportunities and things to build on

1. There is an opportunity for agencies to work together now to lobby for sufficient resources for advice, possibly through the Access to Justice campaign. No matter how much good practice and prevention work is done, if there is no effective deterrent or remedy, many employers and service providers will continue to get away with whatever they can.
2. Many participants asked for more clarity between the CEHR and Legal Services Commission / Scottish Legal Aid Board to determine responsibility for funding

discrimination casework, and to assess the likely impact of funding reform on discrimination advice provision. Will there be a ring-fenced sum for discrimination, or none as is currently the case? Will the CEHR be only source?

3. Changes in procurement of legal aid services might lead to more opportunities for discrimination advice?
4. Is there an opportunity to standardise with other major funders (LSC, Big Lottery, Association of London Governments etc) the statistics and reporting requirements? Different funders all require different info. If there are too many different hoops providers won't apply.
5. The Commission for Racial Equality's grant aid could be made available to support discrimination casework by local advice agencies.
6. The CEHR development may allow some agencies to approach funders for more money due to a newly recognised aspect of their service delivery.
7. More research will not necessarily mean more provision – indeed the resources used for research could be better put into provision of advice.

Specific Recommendations

1. The CEHR should provide funding for advice and representation (through grants, partnership or contract arrangements). Participants felt it was important to sustain support to existing providers, combined with development programmes for those who needed to broaden their range of services.
2. Quality assurance goes hand in hand with funding. Without this, the public will be forced to take their problems to providers who can only offer a limited or poor quality service.
3. Secure funding is needed on a long-enough term basis to allow continuity of staff and services, development of skills and capacity.
4. Local authorities are prepared to fund advice services adequately.
5. Funding needs to reflect the reality of issues clients present: split-funding is useless (this is where someone can get their discrimination case done by one organisation, but not the unfair dismissal).
6. There should be scope for partnership funding bids.
7. It is vital the advice sector and equality organisations are able to retain independence from CEHR even if they are also receiving funding from it.

3.7 Miscellaneous points

1. Local authorities and statutory duties:

- There's an opportunity for training and capacity building with local authorities. The CRE isn't mandated to charge for providing training, but the CEHR is. The CEHR could have a specialist training section or provide materials. But it shouldn't undermine the equality duty on public bodies and their responsibility to train their staff. The CEHR could instead ensure training/capacity building is provided, possibly via its grant making powers.
- There are opportunities to forge stronger links between the new CEHR and the police and other statutory agencies who have not been engaged much before.

4. Participants' evaluation of the seminars

Some one hundred and fifty people participated in the seminars, seventy-five of whom provided feedback.

Participants were asked to rate their experience overall of the seminar from 1 (very poor) to 5 (very good). 16% gave a mark of '5'; 60% gave '4'; 20% gave '3'; and 4% gave '2'.

The things people valued the most were the opportunities for networking and discussion, and for feeding into the development of the CEHR strategy. People also valued the focus on positive outcomes and the chance to learn directly from DCLG representatives about the CEHR's proposed role in relation to advice.

On the negative side, there were problems with two of the venues. A minority of participants felt that the CEHR presentation did not provide enough information, or was 'too bureaucratic'. There were specific concerns in Scotland about how well the presentations addressed Scotland-specific issues.

Participants suggested that in future, more information could be provided in advance of the event and copies of presentations should be made available on the day. Some people would have liked a brief written outline of each organisation represented to aid networking. Seminars in Wales and Scotland focused on specific national issues: several people suggested it would have been better to direct English participants to the London seminar instead.

A selection of comments:

Group discussions very informative.

Discussion re partnerships and what needs to be done useful. I will take this back.

This felt like an event for the sake of having one, rather than something that would make a difference - I hope this is wrong.

Build on this as a network and to lobby CEHR for change and funding.

Really enjoyed the seminar!

Appendix 1. Presentation by Department for Communities and Local Government.

See attached powerpoint presentation.

Appendix 2. Written questions for Department for Communities and Local Government from Advice Sector Seminar participants

Cardiff, Wales : June 19th

- I think that the CEHR needs to consider the impact of changes in the CLS on the availability of discrimination advice to the public.
- When will the first state of the nation report be produced? Will this include specificity for Wales, England and Scotland as issues will be different.
- What plans are there to build the infrastructure of law centres, and other advice givers in Wales? The advice desert remains!
- How will CEHR, Wales Committee, the WAG and older people commissioner relate and work together?
- Would it be acceptable for the CEHR to conduct an inquiry into discrimination advice services and legal aid and access to justice?
- Will the quality assurance agenda result in the decline of small local community based voluntary advice? How can this be prevented?
- How will the CEHR engage effectively with hard to reach individuals and communities?
- How will CEHR monitor organisations providing advice/casework/training eg CRE Core Standards/IPP/LSC Quality Mark type monitoring
- Can the CHR commit to dispelling myths: eg. asylum seekers/refugees/gypsies and travellers, LGB, older people/young people/too many to mention.
- What practical support will DCLG provide for employers? For example, CRE Wales runs regular sessions with employers in sharing best practice and clarifying what the law requires employers (especially public sectors) to comply with.
- Keen to understand how the Welsh situation will be dealt with.
- How will the Department bring about engagement between local government, other statutory bodies (police, health service etc) and the voluntary sector in delivering information and advice on the CEHR?
- Will there be caseworkers based in Wales?

London, England: June 23rd

- How do you coordinate with other government departments on these issues?
- How do you disseminate best practice?
- How do we capacity building community and voluntary sectors?
- How do we assess the need?
- How do we raise the prioritisation of this subject matter?
- How do we ensure policy and legislation embodies these issues?

- What assistance if any CEHR will give to existing agencies providing advice , taking on case work and representing clients? Funding? Training? Taking referrals? Any others?
- What selection process has been established to recruit director of CEHR?
- Are partner organisations/agencies 'involved' in the selection process?
- What liaison is taking place with other departments to ensure appropriate levels of funding to address existing gaps in provision?
- Will CEHR have any campaigning remit?
- Will there be additional resource to help effect widespread recognition of (a) discrimination in each of these fields; (b) agencies to combat or overcome discrimination
- Can we have a commitment that planning for the CEHR will include a focus on maximising access to representation, rather than just advice. Often people have access to advice but this does not translate into access to justice unless they also have representation.
- Will there be funding available for the advice sectors?
- If so, what are the criteria for getting funding?
- How much funding will be available?
- Will funding be available for casework?
- Is there any way the new Commissioner when he or she has been appointed could persuade the CRE to come on Board before 2009!!

There were no written questions from the seminar in Scotland.

Appendix 3: Questionnaire responses – mapping exercise

Organisation	Communities Served	Services provided on discrimination problems	Organisations who refer clients to you on discrimination issues	Organisations who you refer clients with discrimination issue to	Organisations who you have partnerships with on equality & diversity	Services CEHR should provide on discrimination advice	Possible changes for your organisation or services following CEHR set up
Glasgow Housing Association	Glasgow Housing Association, tenants and owners	Information	-	-	-	2 nd tier support 2 nd tier support – training Test cases Enforcement	More signposting
Inclusion Scotland	Disabled people in Scotland	Information General advice	-	DRC, Citizens Advice, Councils for Voluntary Organisations, Direct payments organisations	Scottish Executive, DRC, local authorities, other voluntary organisations, DWP	Information Casework (non-representation) Test cases Enforcement	We will need to work with CEHR to ensure that the issue of disability remains at the forefront of equality and human rights equality legislation and enforcement and not slip of the agenda/get watered down.
Aberdeen CAB	Aberdeen/North East of Scotland. General Advice. 70 volunteer advisers.	Information Assisted information General advice Casework (non-representation) Representation	Local councillors, GPs	Existing commissions, employment tribunals	-	Information Assisted information General advice to advice agencies rather than clients direct Representation 2 nd tier support – consultancy 2 nd tier support – training Test cases Enforcement Development of quality standards	One stop shop for advice

						for delivery agencies – local authorities etc.	
Scottish Accessible Information Forum	Advisory body – information to disabled people	Information Assisted information 2 nd tier support – consultancy 2 nd tier support – training	-	-	-	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
Citizens Advice and Rights Fife	CAB service for people of Fife local authority area, and this means service is available to all groups/ages etc.	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – training	FRAC Fife Racial Incident Team Fife Rights Forum members	Tend to do work ourselves but seek 2 nd tier support/advice	CRE EOC DOC FRAC Fife	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Training issues Possibly different funding/support routes
Dundee Citizens Advice Bureau	Dundee Citizens New CRE funded – racial discrimination advice	Information Assisted information General Advice Casework (non-representation) Representation	Tends to be self-referral – but will be awareness-raising re: racial discrimination advice.	CRE EOC Solicitors (private practice)	CRE Dundee Equalities Forum Dundee City Council – Diversity and Equality Team	Information 2 nd tier support – consultancy 2 nd tier support training Enforcement	More specific discrimination advice
CRE Scotland	Ethnic minorities under RRAs	Information Assisted information Representation 2 nd tier support –	CABs, individuals, communities, etc	Locally funded organisations, CABs, London CRE, Police	Scottish Executive Public bodies Communities	Information Assisted information General advice	We become part of it.

		consultancy 2 nd tier support – training Test cases Enforcement Training			Enterprise Voluntary sector	Casework (non- representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Training	
British Federation of Women Graduates (Scottish Associations)	Not working within 'the advice sector' but our main aim is to promote education for women and their communities throughout the world. Many excluded from education based on global discrimination. Human Rights legislation should have no borders.	Information Assisted information	-	-	-	Information	Hopefully a more coherent approach more awareness, more training etc.
Citizens Advice Bureau West Lothian	The population of West Lothian and environs. No specific client group	Information Assisted information General advice Casework (non- representation)	Local advice agencies (voluntary sector); police; health service personnel; local authority departments egg housing, social work, education.	Disability Rights Commission Depends on the issue – national and local contacts Nearby CAB – immigration	Local authority – in connection with housing, benefit advice, and money advice Nearby CAB – immigration	Information 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Better networking/referral systems to appropriate support organisations
Children and Families Department, City of Edinburgh	Primary and Secondary Schools Special Schools Youth and	Information Policy	Wide ranging, because we are the local authority	Ceres Anti-Bullying Network LGBT Youth And many	ELREC Edinburgh Equalities For a Scottish Executive	Information Assisted information General advice 2 nd tier support –	Streamlined policies and codes of practice

Council	Community Centres Children and families			others	Education Department	consultancy 2 nd tier support training Test cases Enforcement	
North Lanark Council, and COSLA	Am COSLA's spokesperson for the elderly am chair of SHOP (Age Concern's Scottish Helpline for Older people)	Information Assisted information General advice	Local authorities, OAPs organisations, and CABx	Whichever applies	Local authorities. Am presently on the Minister's 'Strategy for an ageing Scotland' group.	Information Assisted information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Stronger liaison – not too bureaucratic
Lancaster Citizens Advice Bureau	No one specific group – generalist advice work with representation where appropriate.	Information Assisted information General advice Casework (non-representation) Representation	Some solicitors	None	Local authority – multi-agency forum	Information General advice Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Greater awareness of areas of discrimination More enthusiasm for taking cases forward Greater understanding of the complexities of anti-discrimination legislation.
Engender	Information, networking, research for individual women and women's organisations in Scotland	Information/ signposting	-	Not usual but would mention EOC, Citizens Advice, Local Advice Centres	Scottish Women's Budget Group Scottish Women's Convention	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Unclear as yet
Equal Opportunities	Statutory body providing advice	Information Assisted information	CABs and others in advice sector	CRE, DRC, Stonewall etc	DRC, CRE, Scottish	Information Assisted	We will be part of it!

Commission (Scotland)	etc about gender equality through Scotland	General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Campaigns etc		for issues not within our own remit	employment Rights Network, Scottish Discrimination Law Association, CASE, All CABs, Local Authorities, Welfare Rights Offices etc,	information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
Capability Scotland	Disabled people, carers, general public, capability, Scotland staff and service users	Information Assisted information, General advice	-	-	-	Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
West Lothian Council Advice Shop	Ethnic minority project is based within Advice Shop in Bathgate. Project specifically works with ethnic minority individuals – both male and female of all ages.	Information Assisted information General advice Casework (non-representation)	Local organisations Internal agencies	CRE Local race equality council. Referral is only done if project is unable to assist. Project offers casework approach.	Police Victim Support West Lothian Disability Local CRE Multicultural forum (West Lothian)	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Capacity increase, both manpower and financial assistance. Higher level, very high quality advice and information provided.
Stirling Council	Ethnic minorities in Stirling area (groups/ individuals)	Information Assisted information General advice Casework (non-representation) 2 nd tier support – consultancy 2 nd tier support – training	Direct from local community groups/people Voluntary sector Religions groups	REC at local level, CRE	Voluntary sector, statutory organisations	Information Assisted information General advice Representation 2 nd tier support – consultancy 2 nd tier support training Test cases	Enforcement, with statutory organisations Help and advice to employers Training/ information, changes in legislation, resources

						Enforcement	
Age Concern England	Older people (50+) across England, Wales and Scotland via local and national Age Concerns.	Information General advice Age Policy unit consults and challenges government	Not known	Not known	At national level – involved in advice provider networks From July 06 Age Concern Age Discrimination Information and Advice (AGADIA) project starts in each English region, Scotland and Wales. One objective is to create networks of advice providers at regional level.	Information 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Not sure.
Forum on Discrimination	Cross-strand anti-discrimination and equalities. FonD builds networks between equalities professionals from different strands, encouraging networking, resource sharing and best-practice sharing.	Information Assisted information 2 nd tier support – Consultancy Networking opportunities and liaising with Scottish Parliament and other decision makers.	-	Too many to list. See relevant links section at forumondiscrimination.org.uk	As above	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Media review	We will work in partnership with CEHR and help them find their way in Scotland.
Edinburgh and Lothians Racial Equality Council	Race discrimination and harassment advice All racial groups BME communities	Information General advice Casework (non-representation) Representation 2 nd Tier support – consultancy 2 nd tier support – training	CRE, CAB, Trade Unions, Police, Voluntary organisations	CRE	CRE, Lothian and Borders Police, Scottish Executive, City of Edinburgh Council	Information Assisted information General advice Representation 2 nd tier support – consultancy 2 nd tier support training	

						Test cases Enforcement	
Scottish Disability Equality Forum – Stirling	Disabled and those affected by disability	Information Assisted information General advice Casework (non-representation)	Other voluntary organisations	DRC Specialist organisations e.g. SAMH, CAB	DRC Police Local Authorities NHS	Information Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Improve quality of information and perhaps bet better training for volunteers in the membership network.
Age Concern Scotland,	Older people in Scotland	Information Assisted information	Some age discrimination issues from various agencies	Depends upon the situation – in some cases the person raising the issue does not want to be ‘referred onwards’ but merely wishes to talk about the situation.	As above. Depends upon the situation we would talk with any organisation that was relevant to the case.	Information General advice Representation 2 nd tier support – consultancy 2 nd tier support training	Another layer of information to learn about for those providing information. Apart from that, no big changes.
Shelter	Anyone in Scotland with a housing/homelessness problem	Information Assisted information General advice	-	DRC, CRE, EOC, Stonewall Scotland	Have worked with DRC, CRE, EOC, Stonewall Scotland on provision of information on Shelter Scotland website – not official partnership relationship however, but an informal arrangement.	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	One point of referral may help streamline advice provision, particularly in cases of multiple discrimination.
National Disability Conciliation	Conciliation services to disabled people	Conciliation	DRC, but this is now evolving to include large-	N/a we conciliate cases referred	DRC under contract (partnership	Conciliation – I don’t understand why this is not on	

Service	and service providers under contract to DRC – an alternative to court action for DDA cases (parts 3 and 4)		scale voluntary organisations referring cases to us.	to us, we then return cases to our referrers.	agreement)	the list. DCS has conciliated 500 cases under Part III & Part IV of the DDA – far more cases than through the courts.	
Ms Shamshia Ali Consultant and Training Provider, member of TAEN and EDF	All communities Specialist for BME communities	2 nd Tier support – consultancy 2 nd Tier support – training	-	CAB CRE EOC DRC LA PALS	DoH (CPPIH) University of East London	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	CEHR More awareness raising and Clarifying role and responsibilities to: clients, service providers and users
Kings College Hospital NHS Trust	Health for local regional and the nation.	Information Assisted information General advice Representation	Primarily other health organisations	NHS employers, Local Authority, Social Care	Dept Health, NHS Confederation, NHS employers, local MPs	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Coordination	Potential referral base may be expanded.
Aylesbury Vale REC	All communities on racial equality	Information Assisted information General advice Casework (non-representation) Representation	CAB, self referrals, BME	CRE	CRE, several local partnerships, BME	Information Assisted information General advice Casework (non-representation)	Inclusion of other five strands of equality

		Community relations				Representation Promotion of EO & HR	
Disability Rights Commission,	Please see our website www.drc.org.uk	Information Assisted information (helpline) General advice (helpline & signposting) Casework (non-representation) Representation (legal team) 2 nd tier support – consultancy (Practice development team) 2 nd tier support training (Practice development team) Test cases (legal team) Enforcement (legal team & strategic enforcement team) Conciliation service – contracted to mediation UK under title Disability Conciliation service.	Many CABx, solicitors, employers, ACAS	Liberty advice line Solicitors (independent) Just ask website Relevant rep organisation Other commissions Local advice providers Disability organisations	EOC, CRE, WEU Local disability organisations, Law Centres Federation	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Conciliation! – it already will	We will merge into CEHR so not directly applicable.
Basildon CAB	Basildon has a racially mixed community with areas of deprivation. Our main areas of advice are debt, welfare rights and housing.	Information General advice	I personally have not dealt with any discrimination issues and I am unable to answer this question.		Police Local hate crime unit	Information Assisted information Representation 2 nd tier support – consultancy 2 nd tier support training	Information from CEHR at bureau would increase awareness of discrimination.
Coventry Law Centre	Social welfare law advice and	Information General advice	CABx ACAS	Only refer if outside our	CRE/DRC THT	Information Representation	Need to be able to plan service provision

	representation (benefits, employment, discrimination, housing, immigration and community care) for residents of Coventry. Also DRC project worker for West Mids RDA and CRE funding for Warwickshire.	Casework (non-representation) Representation 2 nd Tier support – Training Test cases	EOC/CRE Solicitors THT I council for Disabled/Age Concern/carer's centre refugee centre and other locally based advice agencies.	geographical remit usually to another Law Centre.		2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	in advance, therefore need clarity of funding opportunities available particularly for replacing existing projects funded by DRC and CRE
Youth Access	We are a second tier membership organisation that provides support information etc to our members who work with young people who provide information advice support and counselling services.			Don't work with clients directly	Advice UK Citizens Advice DIAL CCT ASA etc	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	More support or referrals for our members Would like to see specific campaigns/projects that are targeted at young people in terms of raising awareness
Harlow Welfare Rights and Advice Service	Specialist advice and representation to all Harlow residents – all courts/tribunals including EAT. Information and advice assistance – general Signposting (as & when necessary)	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases – stemming from representation	CAB (Harlow) Age Concern (Harlow) Harlow District Council Women's Aid (Harlow)	Barrister's Chambers (for rights of audience issues in higher courts).	Stonewall Cloisters Chambers – Robin Allen QC Thompsons Solicitors – Nicola Dandridge	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support training Enforcement	
Barking and	Local borough	Information	Local BME	B&D CRE	CRE	Campaigning	CEHR will raise

Dagenham Citizens Advice Bureau	Barking & Dagenham Health help project – outreach to HIV+ clients and refugee/asylum seekers SORB Adviser (to be recruited)	General Advice Casework Representation Recruiting SORB adviser	groups	Barking and Dagenham Disability net Association			expectations. Is there the capacity to manage/deal with the issues? How will CEHR address gaps?
Help the Aged	People aged 60+ from England, Scotland and Wales	Information, Assisted information General advice	None	CABx	None	Information Assisted information General advice Casework (non-representation) Test cases Enforcement	
Watford Citizens Advice Bureau	Borough of Watford	Information Assisted information General advice	None	Watford REC CLS specialist support	Local pro-bono solicitors Luton Law Centre WENTA (enterprise & training agency) Local council	Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases	Be able to work in partnership with equalities organisation Refer clients onto 2 nd tier specialists More funding!
Winchester Citizens Advice Bureau	I work with people with mental health problems and vulnerable tenants of a local housing association. Winchester has pockets of deprivation, as does the surrounding rural area. The CAB is the only advice agency. Paucity of free legal advice.	Information Assisted information General advice.	Local psychiatric hospital Community mental health team			Information Assisted information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Referral of cases which could be test cases Use of 2 nd tier support

Disability Law Service	Disabled people and their carers and advocates	Information Assisted information General advice Casework (non-representation) 2 nd tier support – consultancy 2 nd tier support training Test cases	Many organisations of disabled people (esp. DRC, MS society etc) Disability – related agencies (e.g. skill) Law Centres (and many other organisations)	Barristers DRC (if a test case)		Information Representation Test cases Enforcement Campaigning!!	Looking for ways to pool resources without diluting specific role or effectiveness of our organisation
Kingston CAB	Kingston borough University Foreign students District hospital Korean community	Information Assisted information General advice (casework could do with support)	Would need to research this.	REC	REC Citizens Advice specialist support unit South West London Law Centre Solicitors	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
Department for Work and Pensions Disability Rights Division	Not a service provider in the sense of advice provider like most organisations represented. Supporting the government in its development of disability discrimination legislation. Some advice provided to disabled people, employers and service providers through	Information (information on DDA via website) Assisted information – some tailored information on DDA in response to correspondence as stated above.		Generally the Disability Rights Commission	N/	N/a to respond in light of role as government official.	

	correspondence responding to queries to government.						
The Methodist Church	Black/Asian Methodists	Information Assisted information General advice	None	Local RECs CRE	Churches Racial Justice Offices	2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Accessibility hindrances Less funding as current for CRE
Maidstone Citizens Advice Bureau,	Local communities from Eastern European countries, migrant workers, Portuguese community, Bangladeshi community, Traveller and Gypsy community	Information Assisted information General advice	We have a local network which has a bespoke referral system based on the LSC model. Clients generally turn up (word of mouth) for advice, as the Bureau is the main advice agency in the Borough.	EOC CRE REC Solicitors (local)	Local solicitors Local network organisations Borough Councils MPs	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Better information and support for clients More in-depth casework Collect more social policy issues.
Age Concern England	People aged over 50 – families and carers of older people	Information Assisted information General advice 2 nd Tier support – consultancy 2 nd tier support – training (casework is provided by local Age Concern Organisations – no Age Concern England)	None as yet, as age discrimination law not yet in force.	Citizens Advice, ACAS. Local organisations may have local referral links.	TAEN, Help the Aged, Citizens Advice, Advice UK	Information Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Additional expert support for generalist advisers at local level Provision of mutual support in relation to test cases and enforcement of age regulations.
British Humanist Association	To the extent we provide services ... people with non-	Information General advice (not legal advice)	N/a	ACAS, CAB, etc	No formal partnerships	Information Assisted information	None – except to relate to CEHR.

	religious belief.					General advice Casework (non-representation) – to limited extent Representation – to limited extent 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
Lambeth Law Centre	Pan-London Legal representation on discrimination work	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement – we do not provide enforcement – we send clients to solicitors We provide training for voluntary sector advisers	RECs CABs law centres Advice centres	Solicitors CRE, EOC, DRC	Barrister Chambers CRE RECs	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Funding advice sector	We will probably lose caseworkers when the Commission is established, since I anticipate less funding resources for the advice sector.
Citizens Advice Specialist Support	CAB advisers and their clients with discrimination in employment issues	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training	CABx	N/a		Information Assisted information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	

		Test cases					
Birmingham Citizens Advice Bureau – discrimination project	Work direct with community providing services. Most communities we serve are of a poor/middle class – however, many ‘ineligible’ clients also seek our services.	Information Assisted information General advice Casework (non-representation)		Do not refer, as I am a discrimination caseworker.	Specialist Support Unit and 2 Garden Court. As part of the DTI SORB project I am part of I also work/a, to work closely (when project gets up and running!) with various organisations throughout communities in Birmingham and rest of West Midlands.	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Higher level of casework: equal level across UK More funding, resources, Making the accessibility of services easier for average Joe Bloggs.
Birmingham CAB - general	All communities across the City of Birmingham.	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support training	Most – some inappropriate	Only internal have a discrimination caseworker as part of pilot project – after project	Neighbourhood Advice Advice Agencies partnership	Information Assisted information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Could extend access with additional resources and support.
Citizens Advice Bureau Redbridge	Redbridge area: of which: 50% of ethnic minority communities, 17% Indians/7% Pakistanis	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support training Test cases	Connexions/ELO P (East London Out Project)	-	ELOP/ Redbridge Asylum Seekers Forum Redbridge Council Connexions	Information Assisted information General advice Representation 2 nd tier support training Test cases Enforcement	Many changes, policy advice. CEHR should be the ultimate organisation CAB will talk to if there is no chance to see a solution in a given case.
Law Centres Federation	Umbrella body of law centres in	Law Centres provide:	Law Centres Receive referrals	-	LCF works in partnership with:	Information Assisted	We want to promote the role of Law

	England, Wales and Scotland	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Policy work, awareness raising	from local community groups, CABx, Las and other voluntary sector organisations. Also get referrals from Law Society, CLS Direct.		Advice UK Advice Now Youth Access Help the Aged TAEN DIAL Citizens Advice Cloisters Chambers. Law Centres will have local partners.	information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Funding for advice and representation at a local level.	Centres as equalities and human rights advice centres. Law centres are already at the forefront of offering specialist advice and representation on many equalities issues – we think they will have an important role to play when the commission is formed.
Disability Rights Commission	Statutory equalities body representing the requirements/needs of disabled people	Information Assisted information General advice Representation 2 nd tier support – consultancy 2 nd tier support training Enforcement Referral to mediation services	Referrals made from ACAS, voluntary groups	Pro-bono and specialist solicitors – note that there are no specialist goods/services private practice lawyers based in Wales.	Equality at work – trade unions in Wales CABx Disability organisations – but they face funding blight Law centres – but there's only 1 in Wales	Information Assisted information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Access to mediation/class actions/formal investigations general and named party	Need to analyse and use helpline data to generate systemic change Need to own the issue of advice deserts (as distinct from providing all the solutions in-house).
Race Equality First	Individuals, statutory, private and voluntary bodies and community groups in Cardiff and the Vale of Glamorgan	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases	CRE Registered social landlords Cardiff Council Vale of Glamorgan Solicitors Voluntary bodies Police	CRE DRC EOC Police Solicitors Local Authorities	Cardiff Council Vale of Glamorgan Age Concern Local courts and tribunals South Wales Police – CSU/MSU Registered Social Landlords	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training	Through training and development REF should re-focus its work to take on grassroots representation/advice across more equality strands.

						Test cases Enforcement	
Learning Disability Wales	Umbrella organisation, collective voice for learning disabled voluntary organisations in Wales.	General advice	Members – advocacy and self-advocacy groups Parents and carers of people with a learning disability	DRC/CAB	DRC, other learning disabled organisations BILD etc	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Increase information – streamlining/one place for contact etc. Increased awareness.
North Wiltshire CAB		Information Assisted information General advice Casework (non-representation) Representation (occasional)	None	EOC Local solicitors Local race equality council	None	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Setting quality standards for advice workers giving assistance/advice e.g. LSC quality mark type standard.	None
Age Concern Cymru	Older people in Wales – not directly. ACC is the umbrella org for Age Concern in	Information Assisted information General advice Casework (non-representation)	Unsure if we receive any at present will change with new Age	Their trade unions, ACAS	None that I am aware of	Information Assisted information General advice Casework (non-	Hopefully Age Concern will have somewhere to go for expert info on Age Discrimination in

	Wales (29 local AC orgs who provide variety of levels of info and advice work)	Answering on behalf of Age Concern in Wales not just AC Cymru.	Discrimination law in October 2006.			representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	terms of the legislation and areas outside of the legislation. Possibly funding to secure our services via CEHR?
Welsh Women's Aid	Provide information to women and children who are suffering from domestic abuse in Wales and working with other agencies. Provide general advice to women and children and workers and Women's Aid.	Information Assisted information General advice	Citizens Advice Welsh Women's Aid refuges Cardiff safety unit	Solicitors Citizens Advice	None to date that I know of	Information Representation Test cases Enforcement	Will be easier to find information and advice on discrimination
Citizens Advice, SW Regional Office	We support CABx who offer a community wide service. Provide support to Trustees as employers and planners for service delivery, and CAB managers.	Provided by CABx: Information Assisted information General advice Casework (non-representation) Representation Central 2 nd tier provides support service on employment issues	N/a	CABx refer clients to REC's mainly and law centres where these exist	Black South West Network Equality South West TUC The South West Monitoring group RECs, DRC, SW Regional Assembly and GOSW	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Opportunity to use this and create more partnerships, raise profile of CAB service to the community as a place to go for discrimination advice.
Telford Race, Equality and Diversity Partnership	Currently – ethnic minority groups In future – disability community, LGBT community, faith	In partnership with other agency Information Assisted information General advice Casework (non-	CAB Local community groups	We have a partnership agreement with West Midland Discrimination advisory	Statutory agencies Voluntary sector e.g. CAB, WMDAS Community	Information 2 nd tier support – consultancy 2 nd tier support training Test cases	We are already adopting a CEHR model in our partnership

	communities, senior citizens community	representation) Representation Will develop in future: 2 nd tier support – consultancy 2 nd tier support training		service (WMDAS)	groups Regional bodies e.g. Race Equality West Midlands	Enforcement Supported and funded locally: Assisted information General advice Casework (non-representation) Representation	
Newport Citizens Advice Bureau	Employment casework advice, legal drafting and full representation	Information Representation 2 nd tier support – consultancy 2 nd tier support – training	Stonewall EOC CRE	DRC	DRC Stonewall	Information Assisted information 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
Disability Wales	Information/signposting for disabled people	Information Assisted information 2 nd tier support – consultancy 2 nd tier support – training Support for member organisations (training, fundraising etc)	N/a	DRC	DRC WAG WLGA Wales TUC	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support training Test cases Enforcement	
VALREC	Race Equality Council	Information Assisted information General Advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support – training	Local authorities. Police Trades Unions CABs and others	CRE	CRE, EOC, DRC, CABs Mediation Victim Support and statutory partners	Information Assisted information General advice Representation Test cases Enforcement	Valrec will become a Regional Equality Council embracing the new equalities agenda

Stonewall Cymru	LGB people across Wales	Information General advice 2 nd tier support - training	CAB LGBT helpline Wales	CAB (SORB projects)	CAB CRE DRC EOC THT ERNW	Information Assisted information General advice Casework (non- representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Increased workload for the provision of information and advice, difficulties in the sustainability of services due to poor funding
AdviceUK	Independent community based advice organisations	2 nd tier support – training	The public in general through advice UK members with discrimination subject areas covered as part of their work.		DIAL UK Help the Aged Third Age Employment Network Youth Access Citizens Advice Age Concern	Information General advice Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	A specialism in equalities and human rights issues will be required to be able to support our members and represent their interest in the sector.
Help the Aged	Older people primarily 65+ Workers (older 50+ Info in relation to human rights, age discrimination, age equality	Information Training in good age equality practice and age proofing	None	CABs Advice UK partners Law Centres	The EDF, Advice UK Help the Aged established the Age & Advice network in 2004 HtA hosted a conference with advice workers, the DRC, EOC, CAB, the Village, Faithwise, TAEN, and HE, in October 2005 to look at all forms of unlawful discrimination.	Information Assisted information General advice Casework (non- representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	An increase in age discrimination in employment enquiries An increase in calls from employers for best practice advice An increase in enquiries on age discrimination in goods and services impacts upon employment and other life areas.
RNID	We provide information legal	Information Assisted information	CABs Law centres	Law centres CABx	EOC, CRE, DRC, EDF, Stonewall,	Information Assisted	We will seek to work with CEHR on

	advice and representation to deaf and hard of hearing people on DDA enquiries/ complaints We also provide services to deaf people who have other disabilities and/or are members of other communities	General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support – training Test cases	Local advice providers	DRC	RNID, MIND, Mencap, BIHR	information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	equality discrimination and human rights issues. We are concerned that CEHR will not provide accessible services to our community – deaf and hard of hearing people.
Cynon Citizens Advice Bureau	As a CAB, provide range of services. Area is Objective 1, socially and economically deprived. Deal mainly with debt and benefits. However, migrants entering area and this is causing tensions – probably need lot of support from CEHR in the future.	Information Assisted information General advice Casework (non-representation)	Clients with discrimination issues have come directly to CAB. However, I feel a lot more needs to be done by CAB and CEHR to promote rights.	Current commissions but we have had few discrimination cases. More work needs to be done to encourage people to exercise their rights.		Assisted information General advice 2 nd tier support – consultancy 2 nd tier support training Test cases	Bureau needs to develop higher quality of discrimination information because we will be dealing with casework without much support.
Valleys Race Equality Council	Cover four local authority areas - Caerphilly, Rhondda Cynon Taf, Bridgend, Merthyr - working with all communities in addressing issues related to race.	Information Assisted information General advice Casework (non-representation) 2 nd tier support – consultancy 2 nd tier support training Forums for young people, women, and hate crime	CABs Police Health service Local authorities Voluntary sector organisations Any individual or organisation who requires support/ advice/guidance on issues relating to	Normally CABs/solicitors	Other RECs and CRE EOC Cymru DRC/Disability Wales Stonewall Cymru Age Concern Cymru	Information Assisted information General advice Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Stronger partnership working with all those listed under 'partnerships' prior to setting up of CEHR will ensure we are fully prepared and aware of the needs of others. Possible establishment of regional equality council.

		representation	equality				
Disability Wales	Disabled people across Wales, regardless of age or impairment. We are a 'pan' disability organisation.	Information Assisted information	Voluntary groups, including CVC's in Wales Member organisations of disabled people Statutory organisations such as social services	CAB DRC Community Legal Service Organisations in local areas. Local disabled peoples organisations	DRC National Disability Organisations across Wales (Mind Cymru, RNID, RNIB, Learning Disability Wales) Other organisations such as Wales Women's Coalition, Stonewall, Black Voluntary Sector Network, Meun Cymru, WVA	Information Assisted information 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	With the changes in the commissions the thought is that there are likely to be local groups needing capacity building to take more general advice and casework, as the commission are not likely to take this on.
Vale of Glamorgan CAB (Penarth)	General help advice in main advice categories – housing, benefits, consumer, family, personal etc Employment casework service Specialist advice (LSC funded) in benefits and debt	General advice Casework (non-representation) Representation (employment only)	EOC Neighbouring CABx (e.g. Brigend)	CRE (Race Equality First) Shelter	Member of Employment Rights Network Wales DRC/EOC (transfer of expertise)	Information Assisted information Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Support/contribute to funding bids to increase casework & adviser capacity Engage with existing networks (e.g. Advice Services strategy for Wales, ERNW etc)	Be part of referral network Consult/use CEHR as 2 nd tier support Increased reporting of issues/problems (e.g. where employers need education/guidance)
National Assembly for	Assembly (HR) staff	Information 2 nd tier support –	None	Age – ACAS helpline	Disability Wales RNID	Information Assisted	Workshops on Code of Practice, equality

Wales		training			Swansea Bay REC	information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement Training the trainers to cascade within organisation Funding advice agencies	legislation Advice on cases not just special test cases Case law updates – regular newsletter
Welsh Assembly Government	Principle interest today in respect of over-indebtedness	None specifically	None	None	CAB and internal HR department		
Help the Aged in Wales	Older people across Wales	Information Assisted information General advice Test cases – on a UK basis		Our legal department CAB Existing Commissions	DRC informally	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement This could also be done in partnership on equalities but also on human rights	The set up of the Commissioner for Older people will be as crucial for us and we need to await for the set up of both organisations. Information and advice materials will need to be reviewed and new ones produced.
Telford and Wrekin CABx	Borough of Telford and the Wrekin	Information Assisted information		West Midlands Discrimination	Telford Race Equality and	Information Assisted	

		General advice		Advice Service	diversity partnership	information 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	
EOC	Advice and legal representation to strategic cases. Helpline to public.	Information Assisted information Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	Occasionally from CABx and ACAS and Job Centres	Trade Unions CABx Lawyers in private sectors	Trade Unions CABx Lawyers Employers Business Advisers	Information Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	More joined up across strands New legal rights to be promoted More training – new powers and new budget needed Possible investigation into lack of advice and representation in terms of new legal rights
Equal Opportunities Commission Wales	Advice and legal representation to strategic cases, helpline and public	Information Assisted information Casework (non-representation) Representation 2 nd tier support training Test cases Enforcement	CABx ACAS Trade Unions	Trade Unions Citizens Advice Bureau Lawyers in private sector	Employers Solicitors Citizens Advice Bureaux Trade Unions Business Advisers	Information Casework (non-representation) Representation 2 nd tier support training Test cases Enforcement	More joined up working across the strands More training Investigation into lack of advice and representation in terms of new legal rights.
CRE	Wales	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	RECs CABs	RECs CABs Trade Unions Solicitors	EOC DRC TUC	Information Assisted information General advice Casework (non-representation) Representation 2 nd tier support – consultancy 2 nd tier support training Test cases Enforcement	

