Annual Report 2013/14

"The Eye of the Storm"

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Chairs introduction

Dear Friends,

The Eye of the Storm! That's how it feels! Although at the beginning of the year, it was anything but, as we dealt with the impacts of serious cuts to our budget!
There was a personal aspect to this sadly, as we have had to reduce and re-organise our staff team and say goodbye through redundancy to two dearly loved and respected members of our team. Nila had been with us for 8 years and Jenny for 17 years! We wish them well in their future endeavours!
Our remaining team of Anjona and Chris continue (in the excellent manner we have come to expect of them), to give advice and support on matters relating to discrimination, with an increase in work around public legal education, raising awareness of people's rights and promoting the reporting of Hate Crimes.
As the year closes, and our remaining team have had some success in fund-raising, we find ourselves in a period of lull and abatement from the raging storm. However, this does not bring complacency as we know we will leave this sea of tranquillity and enter the stormy weather again at some stage!
If, like us, Human Rights is something that you hold dear and value (despite the increasing attacks upon them!) then I encourage you to join us and become a member of this wonderful organisation!

Regards,

Sean
Sean Silver
Chair

About NREC

Northamptonshire Rights and Equality Council was founded as an anti-racist organisation and actively campaigns against all unlawful discrimination. NREC is committed to the promotion of equality and diversity and the elimination of all forms of discrimination.

NREC built on the successes and achievements of three separate Racial Equality Councils that had operated in Northampton, Wellingborough and Kettering. In 2002 these amalgamated to become one, Northamptonshire Racial Equality Council, with a vision provided new, comprehensive and accessible services to all areas of the county, not just the major towns where Black and ethnic minority communities have traditionally settled.

Over time, the organisation has organically grown to undertake a holistic pan- equalities approach in respect of the changing climate of equality work on both a national and local level in which NREC embraced the broader equalities and human rights agenda. In 2009, the organisation changed its name from Northamptonshire Racial Equality Council to Northamptonshire Rights and Equality Council, to reflect the core services that it provides and in doing so encourage service users with a range of protected characteristics to access their services. NREC currently operates in Northampton, Kettering and Wellingborough.

Last year funding for NREC services was reduced and a painful organisational decision was made to stop providing an immigration service that had been implemented within the organisation by Paul Crofts and Margaret Plowman more than 20 years ago. Two members of staff were made redundant as a result of this in September 2013. The organisation would like to publically thank Jennifer Sebastian and Nila Patel for the brilliant work that they had done for the organisation over the years. We wish them all the best for the future.

Despite the loss of the Immigration Service the Organisation was able to retain the employment of Anjona Roy and Christopher Fray; which ensures that the organisation is still able to provide a free casework service and public legal education service. This in itself is an achievement considering

the external pressures which include the Government's push to reduce the amounts of Tribunal claims with the introduction of a fee system from the 29 July 2013 and the reluctance of bodies to fund casework.

Immigration cases that were still open were managed by Christopher Fray until their closer or completion. After the loss of Jennifer Sebastian and Nila Patel all immigration cases were and/are being referred to Community Law Service, Sivaramen Solicitors or BHB Law.

NREC's Strategic Vision and Objectives:

Vision

'To challenge and eradicate discrimination (both personal and institutional) and prejudice or hostility in all its forms; so that all Northamptonshire's diverse communities and citizens can enjoy peace, achieve their full potential and live free from injustice. We aim for a socially cohesive society in which diversity is recognised, celebrated and valued. In brief, we fight for social justice in Northamptonshire in the context of the wider agenda of broader equalities and human rights. We will undertake this work regardless of race, colour, religion, disability, age, sexuality or gender.'

Strategic Aims

- To enable people to challenge discrimination, prejudice and injustice in order to achieve fair and just treatment and/or an acceptable and just remedy for the discrimination suffered across the whole County of Northamptonshire.

- To contribute to the building of a society that promotes good race relations and social cohesion, values all people in a spirit of diversity and equality of opportunity, and removes barriers to good race relations and social, political and economic mobility.

- To create a culture that promotes understanding of what human rights are and why they need protecting and enhancing. To promote under-

standing of human rights through effective demystification and explanation. NREC will work with others to highlight the protections of the human rights act with the protection that individuals with protected characteristics can enjoy in Northamptonshire.

• To maintain a well managed, effective and efficient organisation in order to ensure our services and obligations to clients, members, funders and other stakeholders are met, and are of the highest quality and standards are continually improving. To ensure our staff, committee members, volunteers and members are trained and developed as essential resources in the organisation's on-going development.

To do this we:
- support and represent individual victims of discrimination
- support victims of hate incidents and monitor hate incidents
- raise awareness of the rights of individuals not to experience discrimination and to have their human rights upheld

Summary of Main Achievements

1 APRIL 2013/31 MARCH 2014

- 95 immigration enquiries were received and referred to the appropriate agency during this period.
- 185 discrimination enquiries were received and responded to, most were received by telephone enquiries from potential clients, or telephone and/or email referrals from the CAB, of these enquiries 40 became clients.
- In the visitor's book 85 visits were recorded in relation to people who had visited Northampton Office in relation to advice or casework.
- Carried out 10 formal Public legal education training courses during this period. There were 6 other public legal education interventions undertaken across that county which engaged 548 people.
- As a result of identifying a disparity of complaints of Pregnancy and Maternity discrimination between North Northamptonshire and the rest of the county, NREC was successful in securing funding to run a project focussing on raising awareness of rights not to experience discrimination. A leaflet and briefing document were developed and disseminated at a variety of community venues across North Northamptonshire.
- NREC and Kinetic Law Services worked together to give Pro-bono advice on service cases that are outside the jurisdiction of NREC caseworkers; Two hours of free legal advice sessions were given at NREC Northampton office in August, September, October, and November 2013, after reviewing the poor take up of this service. NREC currently refers potential clients directly to Kinetic Law Services. NREC would like to thank Lois and Sabina from Kinetic for the free assistance that given to Northamptonshire clients.
- NREC secured short-term funding to carry out work on behalf of Wellingborough Homes Developing Local Communities Fund. This work had an element to look into the needs of social deprived African-Caribbean young people who have higher rates of social exclusion and unemployment than other ethnic groups. NREC carried out a survey and a number of focus groups with young people to try to assess their most pressing needs and produced a report of the findings. The other element of the work looked to facilitating Black and minority ethnic groups in Wellingborough working together. NREC began the process of meeting with a large number of different groups to get their opinion on working together in forming a consortium in order to aid their future survival by collaborating on areas of com-

mon need. A meeting was attended by over 50 people on 23 March 2014. Work on this project is still on-going.

- NREC secured short-term funding to carry out work on behalf of the Office of the Police and Crime Commissioner in relation to Stop and Search, to determine the effectiveness of these searches, explore experiences and opinions about stop search in Northamptonshire. NREC has carried out survey work and carried out focus groups in Wellingborough, Kettering and Northampton. This work is on-going.
- NREC is working with a collaboration of disability groups in Northamptonshire which include Northamptonshire Association of the Blind, DeafConnect, Autism Concern, Northamptonshire Centre for Independent Living and Central England People First to train people who will potentially be told of hate incidents, and the production of a more simplified leaflet to encourage more hate crime reporting in Northamptonshire. Funding of £7638 has been secured from the Big Lottery to carry out this work which will begin in August.
- The Police Hate Crime Unit has been disbanded in May 2014 with only Louisa Jepson working in the Hate Crime Unit; with the loss of 6 officers and one Sergeant from this Unit. NREC ran a campaign to save this service and presented a petition to the Chief Constable of over 250 signatures that had been collected over a period of two weeks.
- Four fundraising events, eleven training events were hosted focusing on Hate Crime reporting, Equality Act, Equality Impact Assessment and Equality Conflicts and two community consultation meetings were hosted with over forty participants.
- On 2nd February 2014 we organised with the University of Northampton and the Northampton Jewish Congregation a Holocaust Memorial events to which over sixty people attended.
- Ran a programme of activity of training, public events and social media campaigning between 18th and 24th October 2013 as Northamptonshire's first Human Rights week
- Achieved 1350 twitter followers and 221 Facebook page likes.

SUMMARY OF CASEWORK OUTCOMES

1 APRIL 2013 – 31 MARCH 2014

DISCRIMINATION CASEWORK

Mr A is Black British, and was born in Northamptonshire. He worked in a warehouse with his former employer for several years. Over that time a number of my white work colleagues had made derogatory and racist comments to suggest that he looked like a monkey, he tried to ignore those comments and get on with his work at first, but eventually he wrote to his employers on a number of occasions asking them to stop the harassment he was facing. One of the managers that he reported these incidents to made suggestions to him that he was a golliwog and a N****r, and he reported this to more senior managers, who denied that any such incidents occurred.

Northamptonshire Rights and Equality Council (NREC) who lodged a Claim for racial discrimination for the Claimant and also sent an Equality Act 2010 Questionnaire on behalf of the Claimant. After attending a Case Management Hearing at Huntingdon Law Courts with the Claimant present, the Respondents **settled the matter for £8,000.**

Mr B is of black African origin and is employed as a Head Chef, he works in Rugby but lives in Daventry. It is for this reason that he has an expensive, modern and powerful car. He has repeatedly been stopped by Police in Northamptonshire since purchasing this car and was recently told by one of these Officers *"If you drove a Fiat Punto we wouldn't keep stopping you".* He made a complaint about this to the Independent Police Complaints Commission. Soon after this he was again stopped in Northampton on the suspicion that he was a drug dealer in possession of drugs, a search was carried out and no drugs were found, so he was allowed to go; when he arrived in Daventry about 30 minutes later he was again stopped and handcuffed on the suspicion that he was a drug dealer and involved in prostitution. Mr B has no criminal record or history of being involved in any type of criminal behaviour. He was handcuffed whilst his car was literally pulled out piece by piece and then the sniffer dog was sent in to cause further damage to his car, this all occurred in the full gaze of the passing public although the Police station was literally a stone's throw away. He was so humiliated that he broke down and cried in public. The Police could find nothing so they put his car back together and apologised saying that they would remove his car from a computerised list that they have.
NREC who advised Mr B that this was possibly a case of harassment, racial discrimination, wrongful arrest and victimisation, and they referred him to a solicitor which specialises in complaints against the police, **Mr B pursued the matter further.**

Mrs T was employed as a Warehouse Operative, but due to the reduction of work in the place where she worked she was asked to work at another company with the reassurance that her existing contract guaranteeing her over 20 hours of work would be transferred. She began working at the new company and was allocated working hours in accordance to her contract. She became pregnant and told her managers that she would have difficulty continuing to lift the heavy loads as before, so she was given lighter duties to do. She began to notice that her working hours were being reduced, and people who were contracted to work less hours than her were being allocated more work than her. When she complained a manager called her to

an office and handed her a work contract but it had changes made to it which allocated her less hours than before. She told her manager that she did not agree to change her old contract.

Northamptonshire Rights and Equality Council (NREC) lodged a Claim for Pregnancy related discrimination and unlawful deduction of wages on her behalf and sent an Equality Act 2010 Questionnaire on her behalf. After a Case Management Discussion hearing she was paid **£4,000 compensation** to prevent the matter going to a full Employment Tribunal.

Mrs G worked as a Leisure Assistant for more than 6 years on Saturdays, and worked other hours when required. A new Manager was appointed who decided that she could no longer do the hours which she had previously worked. She was heavily pregnant at the time and felt that his behaviour was related to her pregnancy. She had asked to see a copy of her employment Contract, and it was only then that she was told there was no contract and that she was not an employee, but was employed as a casual worker. Northamptonshire Rights and Equality made a Claim for Pregnancy-related Sex discrimination to an Employment Tribunal. The Claim was **settled for £376** without the need to go to a full Employment Tribunal hearing.

Mr K was employed as a Machine Operator within a factory, and had worked for them for over 10 years. He and other black people who had worked at the factory had regularly been subjected to monkey noises and gestures. Although he had complained and the incidents were investigated none of the white employees were punished for their behaviour. One day he had complained about a white and a Asian employee making monkey noises towards him. Soon after this these two had made false allegations that he had made a racist gesture at the Asian employee. The company quickly suspended him, investigated the incident, concluded that he was guilty, and dismissed him. Even though none of the witnesses who allegedly saw this gesture stated that they had seen it in their statements.

Northamptonshire Rights and Equality Council (NREC) lodge a claim on Mr K's behalf to an Employment Tribunal for unfair dismissal and racial discrimination because he is of African origin. The case was **settled for £10,000** after NREC pointed out the strengths of the case to the Respondents Solicitor.

Mrs R's whose daughter attended an interview to do a Beautician course at a local college. Her daughter is disabled by Cerebral Palsy and is wheelchair bound, she can however use her right hand well, and has limited use of her left hand, neither of her symptoms prevent her from being able to apply makeup, and for this reason her mother believes, she is capable of successfully completing the beautician course. Her daughter was accepted on the course at a meeting. At a later meeting on the 29 August 2013 when a comment was made that her daughter would not be able to go on to the course because she would not be able to fulfil the criteria of being able to hold a nail polish tool in her left hand and use her right hand to administer nail polish. Mrs R had suggested that a reasonable adjustment would be either to relax this criteria due to her daughter's disability, or make the reasonable adjustment of allowing the nail polish tool to simply sit on the table whilst her other hand is used to apply the nail polish. Neither her daughter nor her mother have seen any evidence of this alleged criteria. Further to this, her daughter was humiliated by the suggestion that she should study an English course instead of pursue the beautician course.
NREC wrote a letter on behalf of Mrs R and her daughter setting out the legal implications if the college did not consider making reasonable adjustments. In the letter in reply to NREC the college said that they had considered and made all relevant reasonable adjustments in order to keep the daughter on the course. **Mrs R's daughter continued on to the course.**

Miss G's 12 year old daughter attends a school in Northamptonshire and repeatedly kept receiving exclusions for alleged bad behaviour. This child believed that teachers were treating them less favourably to other children and supporting them because they are white whilst the child is of Black British origin. The number of complaints over many months resulted with more exclusions and a deadlock occurred where Miss G was refusing to

send her child to the school which was now refusing to engage with her or respond to her queries. Miss G approached NREC who put together a statement, Equality Act 2010 Questionnaire, and forwarded these to the school. The school gave a detailed reply to the questionnaire providing evidence of the bad behaviour of the child. NREC were forced to tell Miss G not to pursue the matter further with a Solicitor. **Miss G decided to send her child to another school.**

Mr F was on a university work placement which was given to him subject to appropriate DBS checks, he had been engaged on the placement for approximately three weeks. He wrote a letter to the company stating that he believed that they had terminated his place on the grounds of his disability of OCD. The nature of Mr F's OCD is that he makes strange movements and certain sounds make him uncomfortable. He said there was a complaint from pupils that they were uncomfortable with his body
movements and this was distressing them. During the process of compiling the statement and Equality 2010 Questionnaire Mr F decided that he did not want to pursue matter with NREC but had **contacted a no fee no win Solicitor.**

IMMIGRATION CASE STUDIES

Mr K is from the Caribbean he had made an application for Further Discretionary leave to Remain in the UK, his application was submitted by NREC in June 2012. Mr K is married to a British woman and they have a small daughter, he has no criminal record, and no health problems, and was considered to be no threat to the UK. In the application Article 8 of the European Convention of Human Rights was used i.e. The Right to respect for private and family life. In November 2013 Mr K was granted further Discretionary leave to remain in the UK, and received his biometric card.

Miss G had arrived in the UK from the Caribbean in July 2002, she had made an application for Indefinite Leave to remain in the UK in November 2007, but this was refused. However, discretion was exercised in her favour and she was granted Discretionary Leave to remain in the UK until October 2012. During this time Miss G met her long term boyfriend who is British

and they now have two children. Miss G approached NREC for advice about extending her stay in the UK. Miss G was granted Discretionary Leave to remain in the UK until October 2016, and she received her biometric card.

EMPLOYMENT CASE STUDIES

Mr A is Hindu of Indian origin who was employed as a Business Manager working on a one year fixed term contract to set up operating procedures in an organisation owned and run by a Christian family. Very often members of the family would speak to him in an aggressive and disrespectful manner, and made comments about slaves, throughout his employment which ceased after he went off on sick leave and was given medication for depression by his GP. On his return to work from annual leave he was put under further stress and was hospitalised in a mental health unit and put in his resignation. He was later told by his GP to retract his resignation as it was not valid because it was made whilst he had suffered a mental breakdown. Mr A remained on sick leave until he had approached NREC about pursuing a claim of race and/or religious discrimination. NREC represented him at a Pre-Hearing Review and later at a Case Management Discussion, before **the case was settled for £11,000.**

Mrs J worked as an Opticians Assistant for 2 years, during this time she took one year off for Maternity leave, but had 8.5 days outstanding annual leave remaining that was accrued during that time that had to be taken before the end of December 2013. Although she had explained why she was entitled to holiday pay the company refused to pay her because she was on maternity Leave when this accrued. NREC wrote to her employer setting out her entitlement to holiday pay accrued whilst on Maternity leave. **Mrs J received her holiday pay of £376 and a reference**.

Miss B worked as a Kitchen Assistant for 4 months before being dismissed for feeding a dog on company premises and verbally abusing fellow employees for chastising her because of this. Miss B was 15 weeks pregnant at the time and believed that her dismissal was related to her pregnancy.

NREC could find no evidence of discrimination after receiving the replies to the Equality 2010 Questionnaire, so **advised her to settle the claim on a commercial basis for £408.**

EMPLOYMENT TRIBUNAL HEARINGS

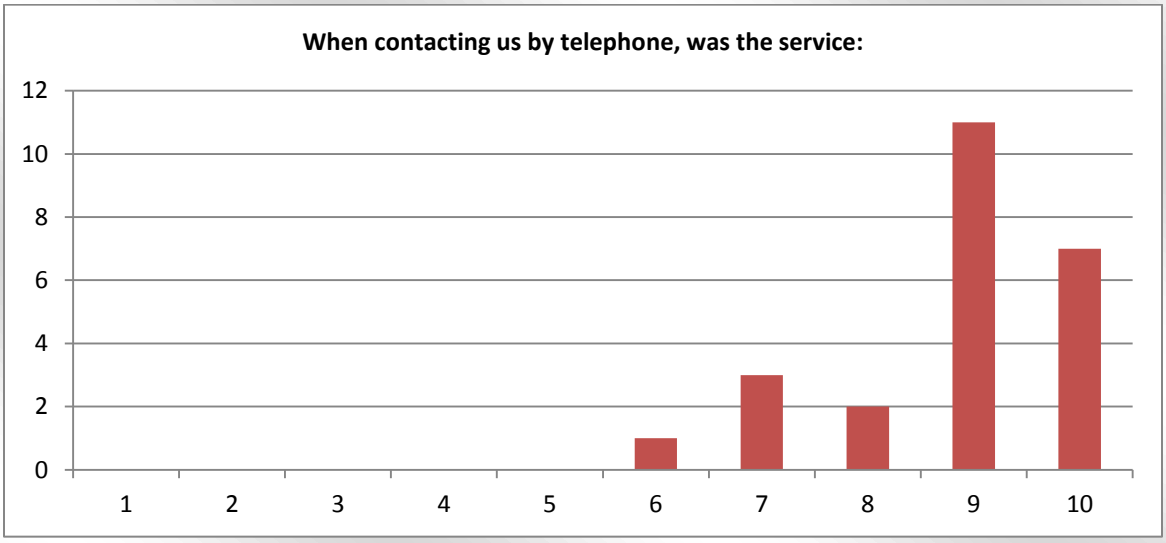
Mr Aden & Mr Hasan vs. Tesco Stores Ltd

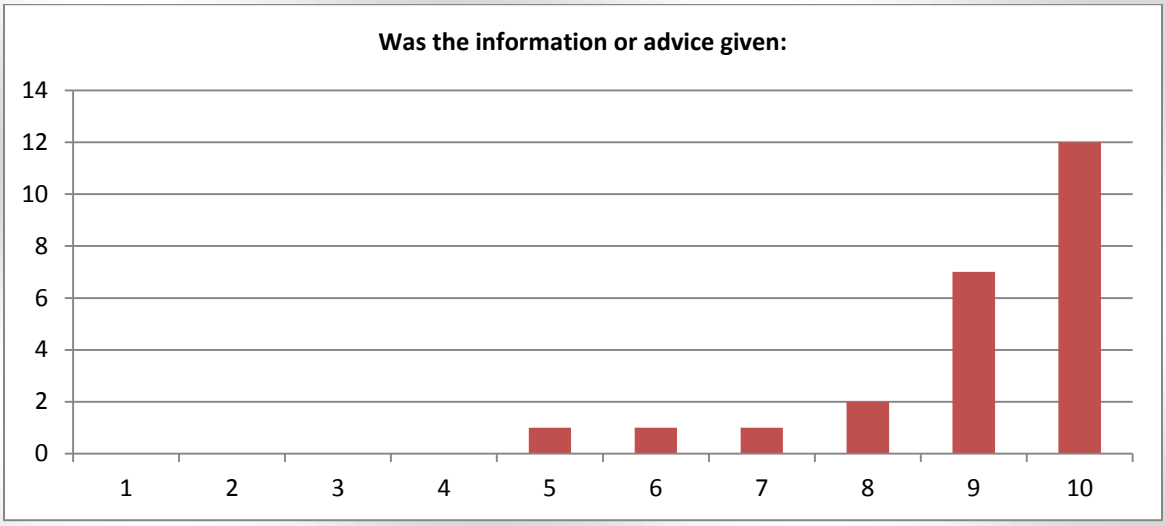
After a 3 day hearing which was heard at Bedford Employment Tribunal on the 3rd September 2013; it was found that the First Respondent had unlawfully indirectly discriminated against the Claimants in respect of the introduction of Prayer Time Guidelines. The Claimants were represented by Christopher Fray. It was also found that the First Respondent had unlawfully harassed the Claimant in respect of introducing the Prayer Time Guidelines and asking the Claimants to sign these guidelines. It was found that the Sixth Respondent a Mr S Kelly had unlawfully harassed the Claimant Mr Hasan in telling him that the Prayer Guidelines would be imposed whether he liked it or not.
Mr Aden was paid £2,924 and Mr Aden was paid £3,190.68.

CASE MANAGEMENT DISCUSSIONS - 7 of these were undertaken with Employment Tribunal in person or by telephone conference.

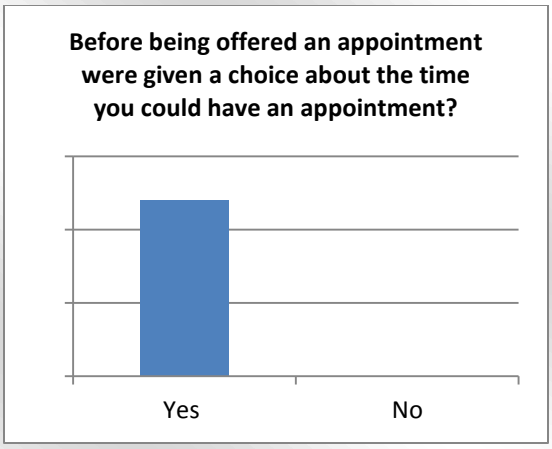
PRE-HEARING REVIEWS - 4 of these were undertaken at the Employment Tribunal in person.

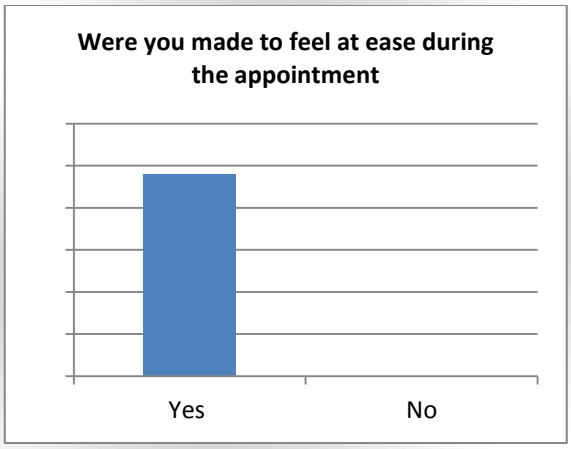
NREC Client Survey 2013/14

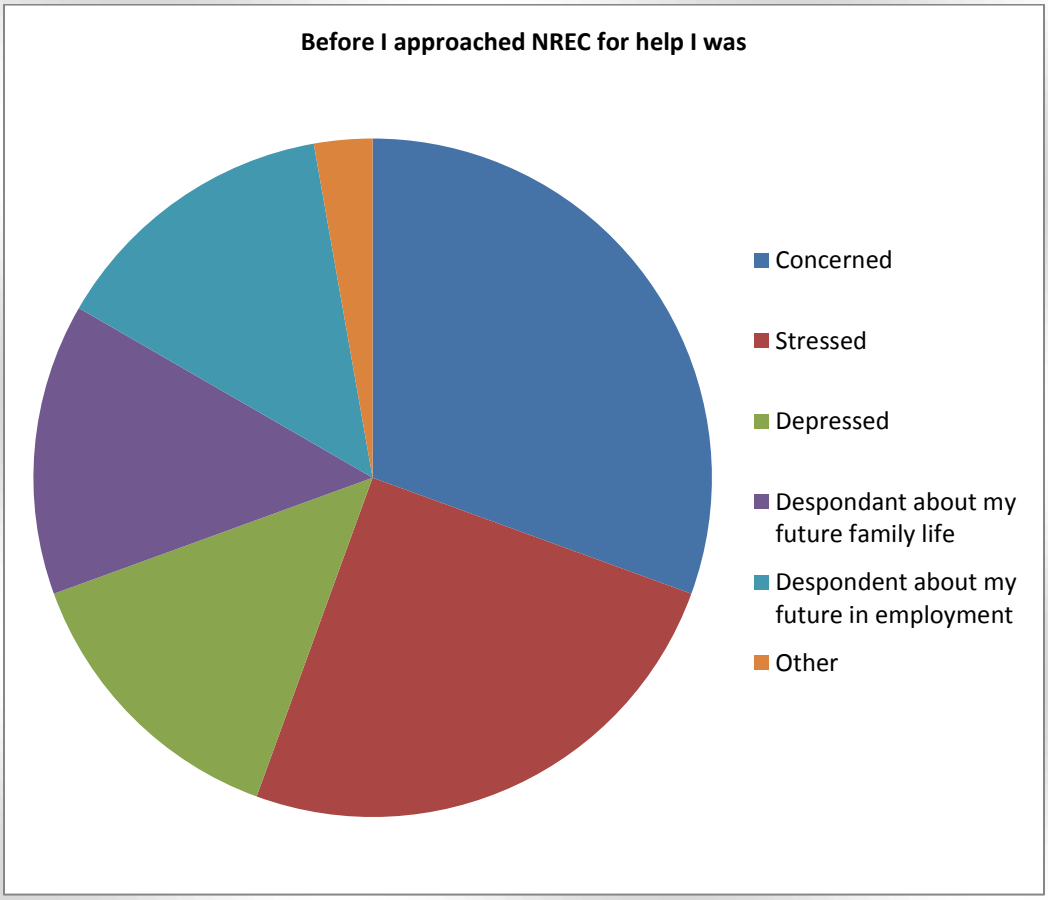


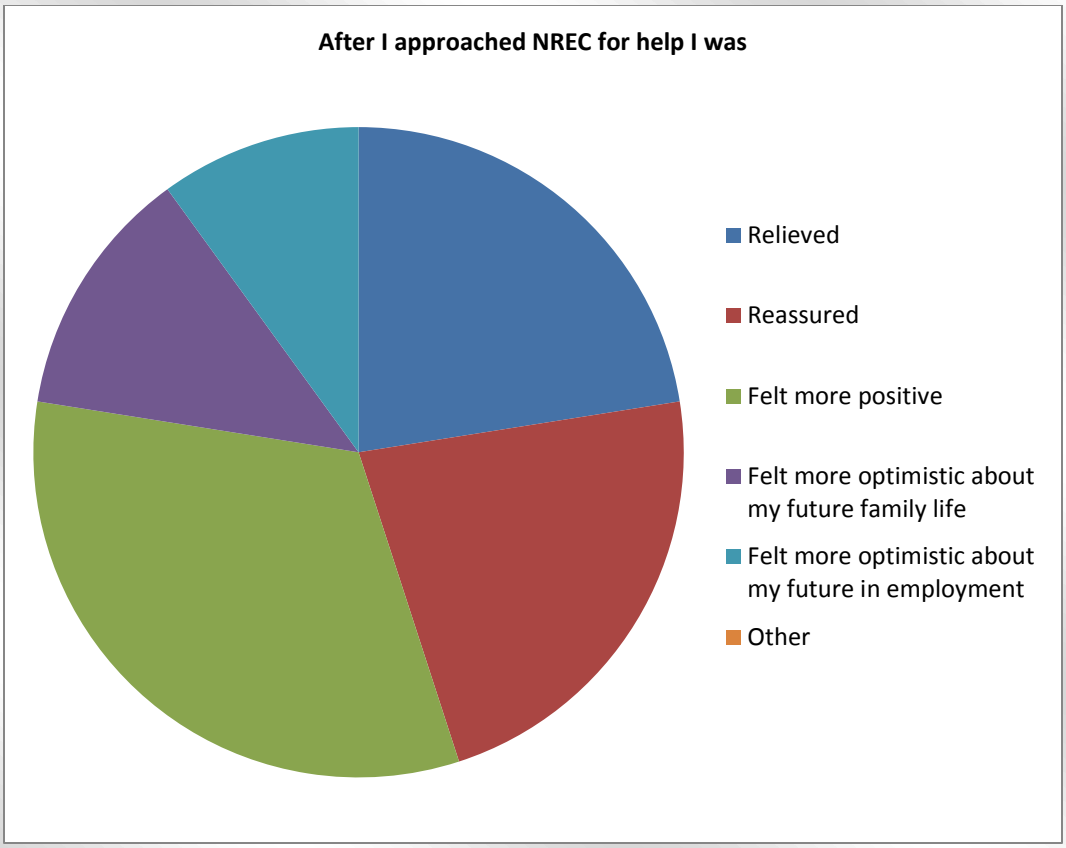


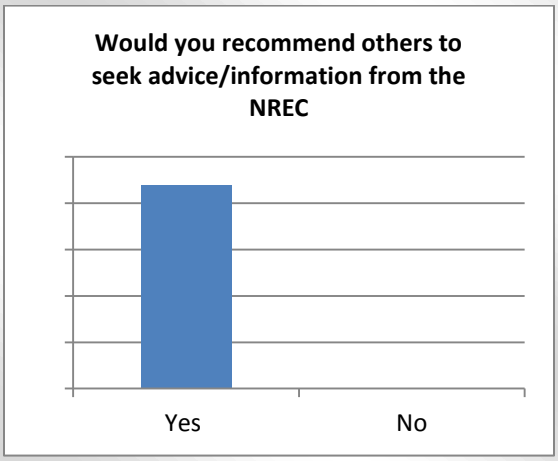
① Unacceptable
② Very Poor
③ Poor
④ Unsatisfactory
⑤ Satisfactory
⑥ Competent
⑦ Good
⑧ Very Good
⑨ Excellent
⑩ Outstanding


Before being offered an appointment were given a choice about the time you could have an appointment?
Yes
No

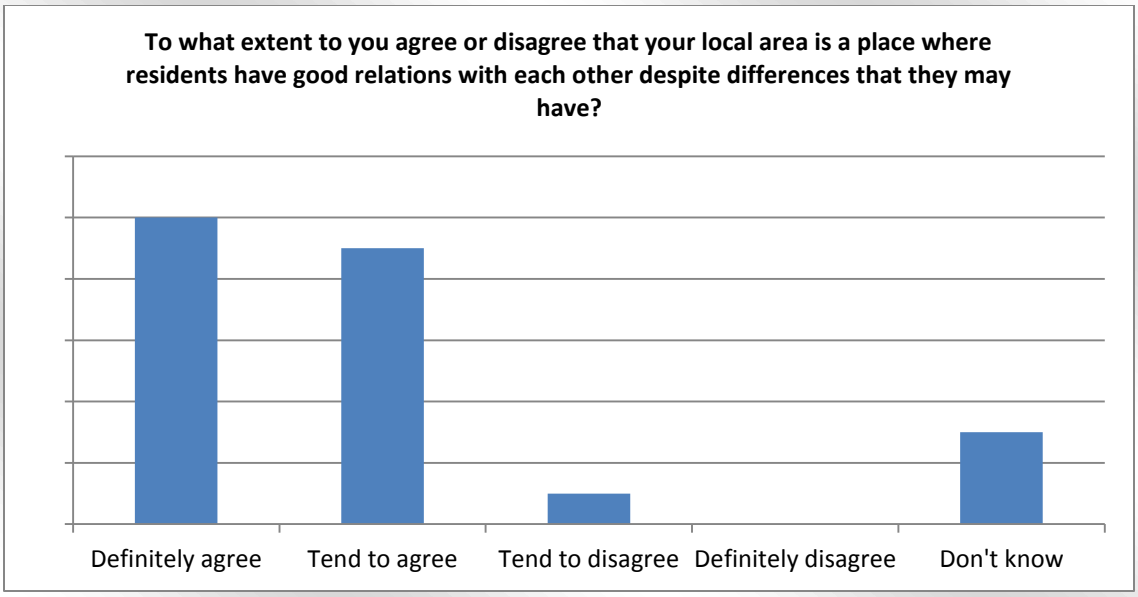

Were you made to feel at ease during the appointment
Yes
No

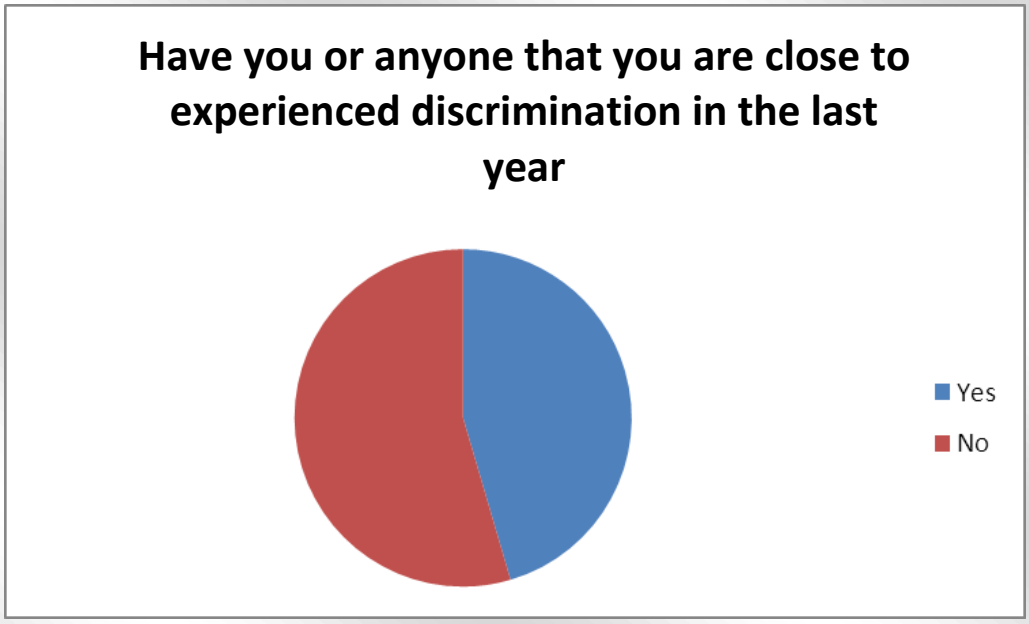

Before I approached NREC for help I was
Concerned
Stressed
Depressed
Despondant about my future family life
Despondent about my future in employment
Other

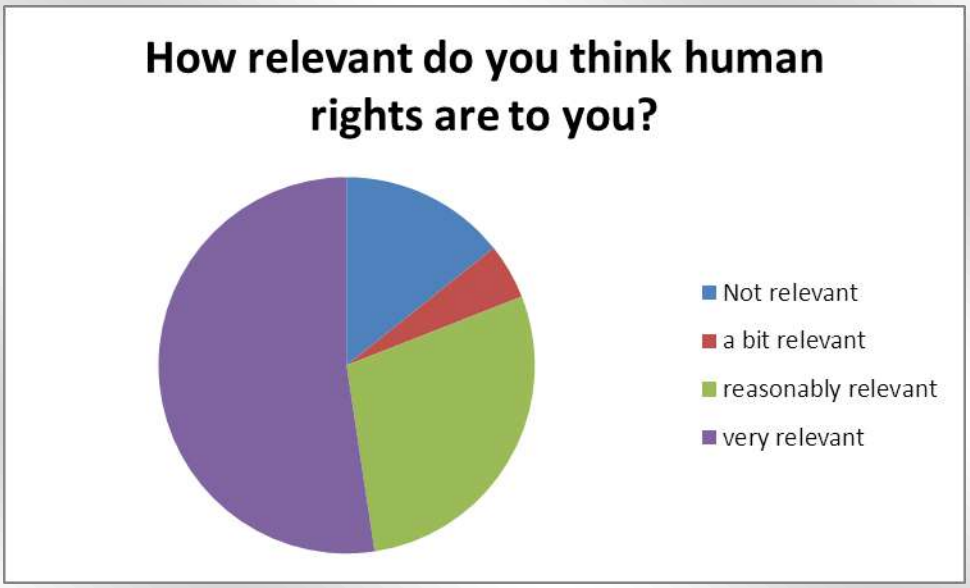

After I approached NREC for help I was
Relieved
Reassured
Felt more positive
Felt more optimistic about my future family life
Felt more optimistic about my future in employment
Other

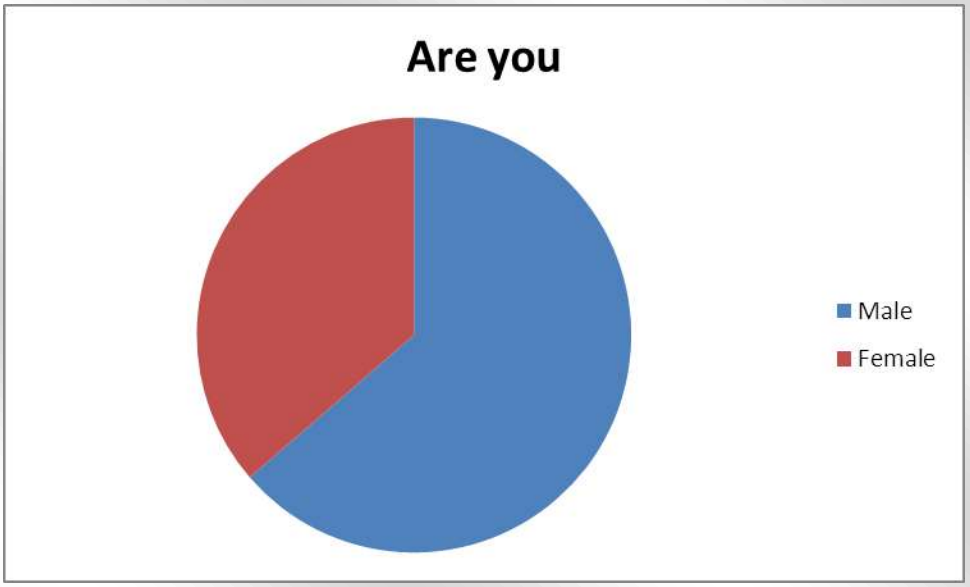

Would you recommend others to seek advice/information from the NREC
Yes
No

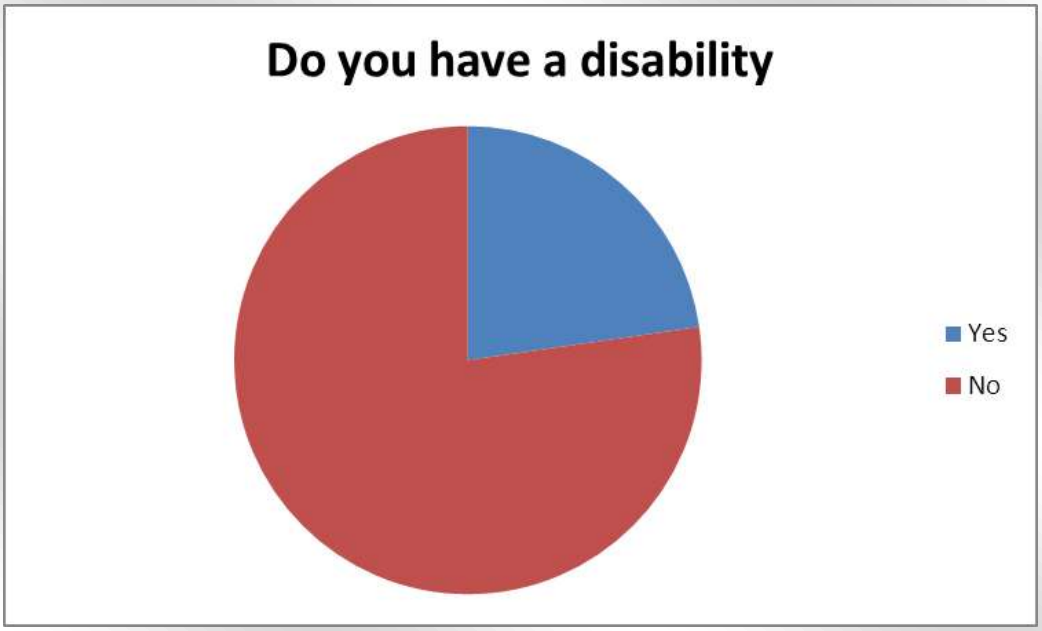
Overall satisfaction with service received:
Very satisfied
Satisfied
Not Satisfied

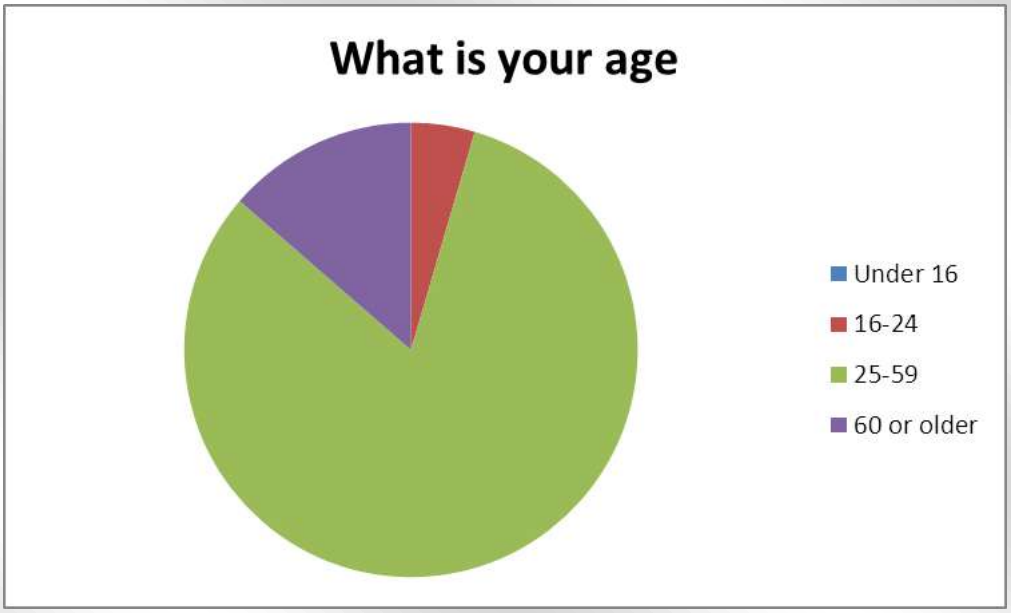

To what extent to you agree or disagree that your local area is a place where residents have good relations with each other despite differences that they may have?
Definitely agree
Tend to agree
Tend to disagree
Definitely disagree
Don't know

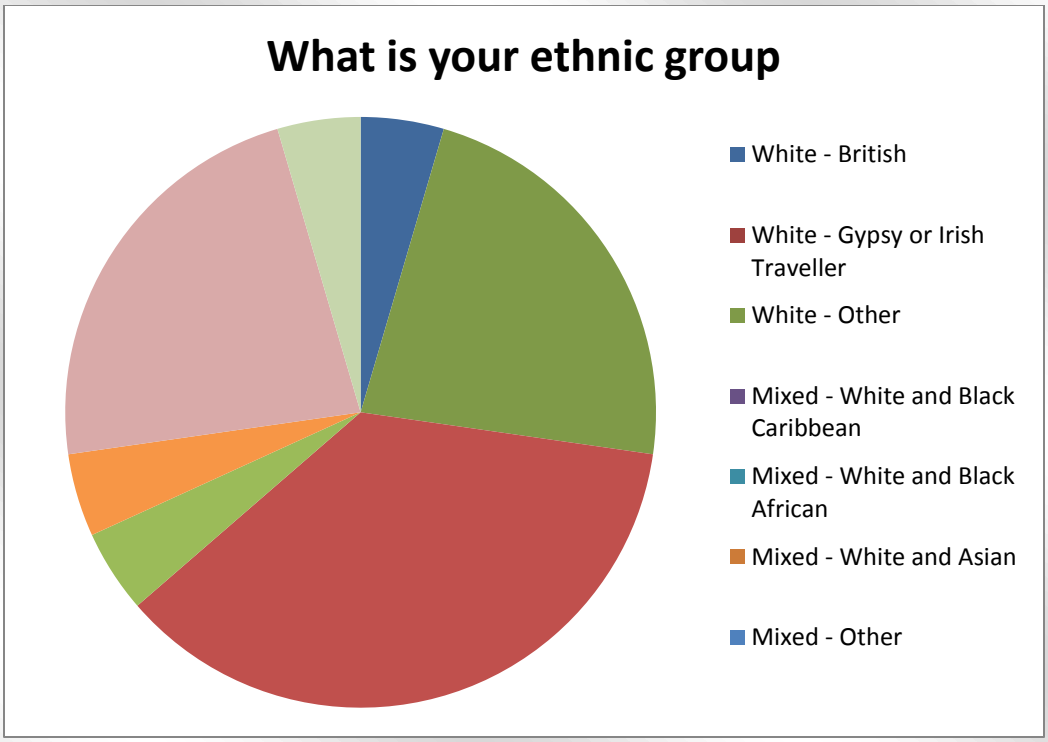

Have you or anyone that you are close to experienced discrimination in the last year
Yes
No

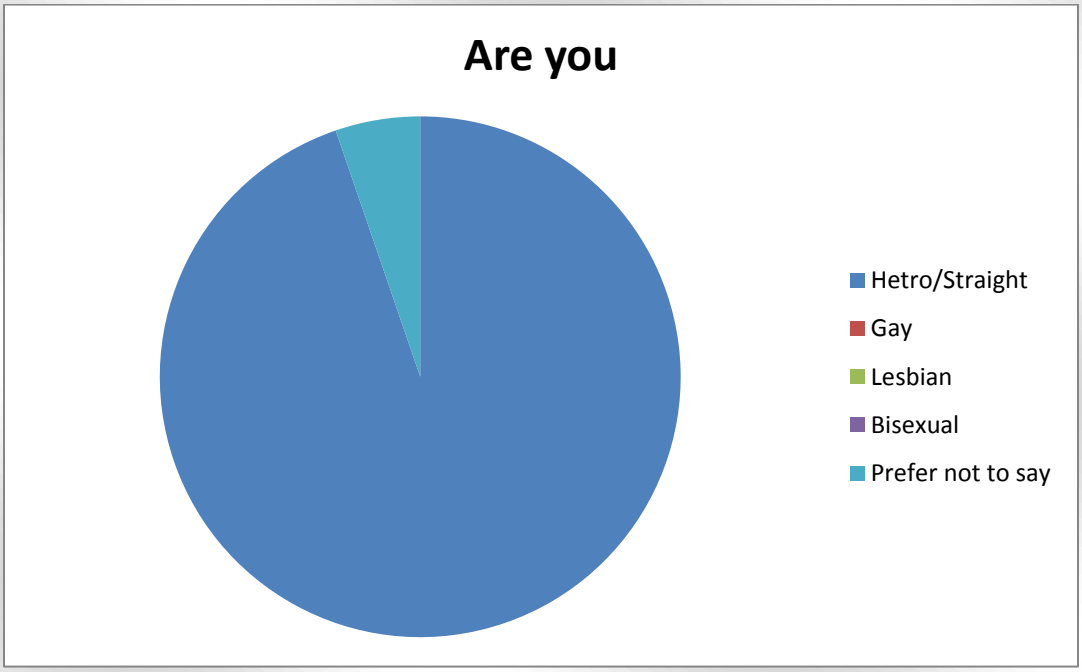

How relevant do you think human rights are to you?
Not relevant
a bit relevant
reasonably relevant
very relevant

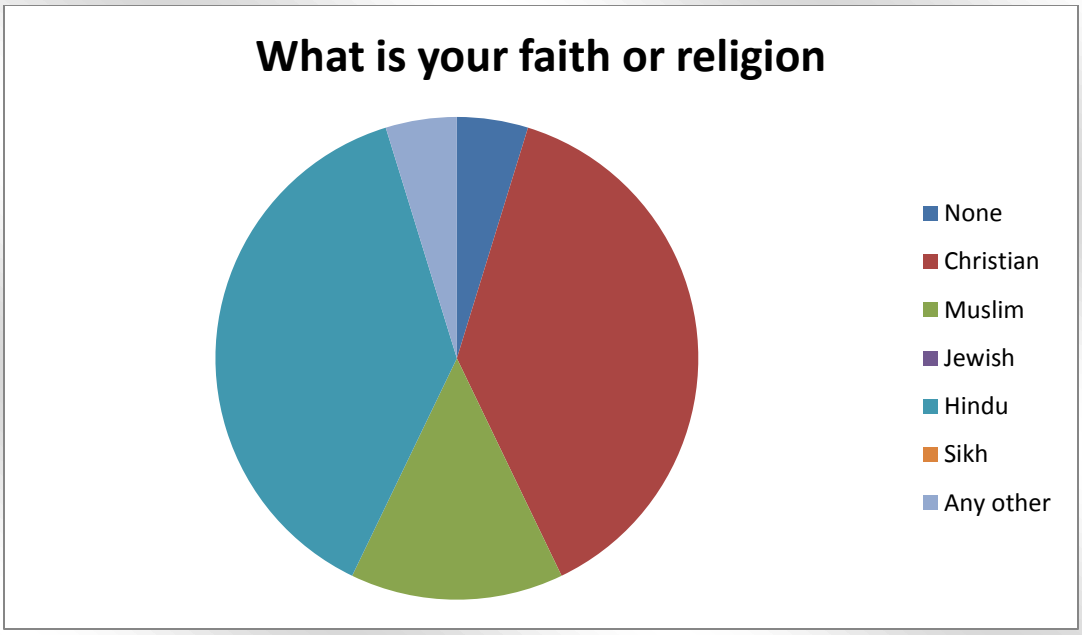

Are you
Male
Female

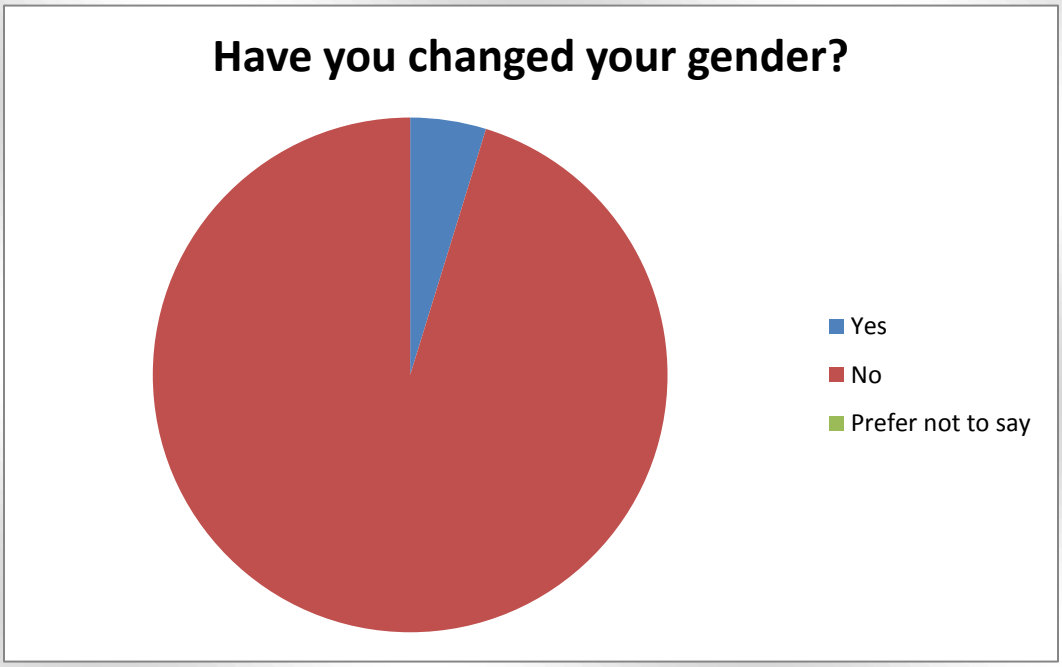

Do you have a disability
Yes
No


What is your age
Under 16
16-24
25-59
60 or older


What is your ethnic group
White - British
White - Gypsy or Irish Traveller
White - Other
Mixed - White and Black Caribbean
Mixed - White and Black African
Mixed - White and Asian
Mixed - Other


Are you
Hetro/Straight
Gay
Lesbian
Bisexual
Prefer not to say


What is your faith or religion
None
Christian
Muslim
Jewish
Hindu
Sikh
Any other


Have you changed your gender?
Yes
No
Prefer not to say

Northamptonshire Rights and Equality Council Members

INDIVIDUALS

Moji Akindoyin
Mohammed Ali
Russell Attwood
Cynthia Bailey
Ian Bates
Kirstie Best
Steven Brooks
Julia Bush
Pat Cass
John Cato
Philip Compton
Pam Cormack
Aleisha Crichlow-Daniel
Melanie Crofts
Paul Crofts
Claire Crouch
Pratima Dattani
Shashi Dholakia
Desai Dushyant
J A Dixon
Christime Ellam
Richard Elliott
Brian Emerson
Harriet Finch
John Foulkes
Edeltraud Freund
Dionne Gravesande
Anne Green
Clifford Gulley
Laney Holland
Jane Heynes
Sahira Hussain

Winston Strachan
Cyril Tafangombe
Christine Thomas
Bianca Todd
Komor Uddin
Morcea Walker
Martinal Wappel
Norma Watson
Joyce Wells
June White Sith Gulley

ORGANISATIONS

Amnesty International
Azuka
Central and East Northamptonshire Citizens Advice Bureau
Connexions
Creating Equals Too Cet
Doddridge Centre
Dostiyo Asian Women and Girls Organisation
East Northants Community Services
ENABLE
Kettering Bahais
Northampton Afro-Caribbean Association (NACO)
Northampton Trade Union Council
Northamptonshire Connolly Association
Occupy Northampton
Starting Off
Victoria Centre
Wellingborough African Caribbean Association (WACA)
Wellinborough and East Northamptonshire Womens Aid
Zim Women

Board of Directors 2013-14

CHAIR:	Sean Silver
VICE CHAIR:	Paul Crofts
FINANCIAL DIRECTOR:	Vacant

ELECTED MEMBERS

Melanie Crofts	Individual
Jan Hutt	Individual co-opted 8.11.2012 (resigned 15.4.14)
Laney Holland	Individual
Sushel Ohri	Individual co-opted 18.7.2012
Joe O'Neill	Individual
Mike Matthews	Individual
Rutendo Nyatsine	Individual
John Smith	Individual co-opted 18.7. 2012
Kirstie Best	Individual

LOCAL AUTHORITY REPRESENTATIVES

Cllr Paul Marks	Kettering Borough Council
Cllr. Bhupendra Patel	Borough Council of Wellingborough
Cllr Anna King	Northampton Borough Council

STAFF

Anjona Roy Chief Executive (with responsibility for public legal education)
Christopher Fray Equality Officer (Casework)

2013/14 ANNUAL REPORT					
		NORTHAMPTONSHIRE RIGHTS & EQUALITY COUNCIL			
NREC Operational area: **Complainant Aid**	**Legal Casework**	Promoting Good Relations	Promoting Equality and Human Rights	Casework	Strategic Aims
		☆	☆	☆	1,2,3
Overall Objective		**To provide an effective legal advice, casework and representation service on the equality and human rights enactments to challenge discriminatory practices and to provide a service to complainants of discrimination - to reduce alienation within communities, reduce community conflict in Northamptonshire**			

1. Activities/Outputs	2. Main funder of NREC activity	3. Milestones	4. Who	5. Outcomes
Please outline the key activities planned to achieve the objective by 31 March 2014.		Stages of progress towards outcome		What will success look like and how will it be measured?
1. Provide correct and timely advice to up to 110 enquiries from East Northants, Wellingborough, Northampton and Kettering about their rights under all equality enactments and the Human rights act; 95 employment and 10 non-employment discrimination complaints; investigate 1 case of religious discrimination. 2 cases of disability discrimination; 2 cases of sex discrimination; 1 case of age discrimination; 1 case of discrimination on the basis of sexuality or transgender status investigated. Referrals consistent with NREC policy;	BC of Wellingborough Northampton BC Kettering BC	• Quarterly statistical monitoring (April, July, October, January) • Sixth monthly review of Concluded cases, Casework outcomes and service related complaints(October) • Bi-Monthly casework Management meetings	JS/ CF/	185 clients (including telephone enquirers) given advice and assistance in respect of allegations of discrimination; Employment Tribunal cases filed in 14 cases. 1 successful Employment Tribunal hearings. The tribunal awarded £6114.68. 7 employment related settlements, totalling £39,967

2. Provide representation at Directions, Preliminary, and Pre-hearing Review hearings; prepare and represent cases at Employment Tribunal; assist with preparing county court applications. 3. Identify agencies that can assist complainants, building links with them to ensure support and representation. 4. Participate in partnership and networks that support complainant aid such as the East Midlands Discrimination Advice Network 5. Keep accurate records of all cases and to return quarterly statistics on those cases to Equality and Human Rights Commission and Board (30.4, 31.7, 31.10 & 31.1); six monthly reports on casework outcomes and concluded cases to the Equality and human Rights Commission & Board (31.10, 30.4) 6. To maintain Community Legal Service (CLS) Quality Mark. 7. To develop comprehensive complainant aid services across the county. 8. Promoting the need for complainant Aid services in Daventry, Corby and South Northants 9. Review & monitoring and upgrade of casework management policy & procedure in line with Core Standards and Legal Service standards	Additional resources would have to be secured to extend service comprehensively countywide	• Addition resources secured to extend complainant aid work to areas of the county from 2006 (Corby/South Northants/Daventry) • CLS Quality Mark Maintained • Board has understanding of complainant aid service		Casework records maintained and quarterly returns presented to the Local Authorities and NREC Board. Quality Mark retained following The Advice Network audit in November 2012 Casework records maintained and quarterly returns presented to the Local Authorities and NREC Board. There is still no 'formal' complainant aid services in Corby/South Northants/Daventry, although NREC casework services continues being extended to clients living and/or working in those areas. 4 NREC Board members have responsibility for undertaking 4 casework reviews during the year. Continuing compliance with NREC//CLS casework policy and procedure requirements.

2012-13 Annual Report					
		NORTHAMPTONSHIRE RIGHTS & EQUALITY COUNCIL			
NREC Operational Area: **Public Legal Education**	**Public Legal Education**	Promoting Good Relations	Promoting Equality and Human Rights	Casework	Strategic Aims
		☆	☆	☆	1,2,3
Overall Objective		**To provide an effective public legal education on the equality and human rights enactments to challenge discriminatory practices and encourage citizens experiencing complainants discrimination to access advice - to reduce alienation within communities, reduce community conflict in Northamptonshire**			

1. Activities/Outputs	2. Main funder of NREC activity	3. Milestones	4. Who	5. Outcomes
Please outline the key activities planned to achieve the objective by 31 March 2014		Stages of progress towards outcome		What will success look like and how will it be measured?
1. The undertaking of a data gathering exercise on views and experiences of discrimination and human rights	Big Lottery Advice Services Transition Fund	• Quarterly statistical monitoring (April, July, October, January)	JS/ CF/ VS/ GW	NREC continues to undertake surveys as a means of engaging with the public and using the encounters to highlight the availability of the services that we offer and the legal rights and options that individuals may consider in challenging discrimination.

2. The delivery of community education events contacting a total 150 people 3. Maintenance of a Facebook page with 100 members posting daily news and information links on discrimination 4. Maintenance of a twitter account "@Northantsrec" with 399 followers having posted 1097 tweets		• Addition resources secured to extend Public Legal Education work		NREC undertook 9 Public Legal Education events across the County and had interaction with 556 individuals who stated that they had a greater understanding of what they can complain about and how to get support to progress their complaint. The NREC facebook page which was developed that has 123 postings of discrimination and advice news, 152 The NREC twitter account has been used to promote news about equality and human rights. The account has also been used to promote legal rights when experiencing discrimination and highlight casestudies of positive anonymised settlements that we have help to achieve. NREC currently has 1350 followers.

2013/14 Annual Report					
		NORTHAMPTONSHIRE RIGHTS AND EQUALITY COUNCIL			
NREC Operational area: **Organisational effectiveness**		**Promoting Good Relations**	**Promoting Equality and Human Rights**	**Casework**	**Strategic Aims**
		☆	☆	☆	**1,2 & 3**
Objective		**To maintain, and continually improve, the administrative and operational effectiveness of NREC. To consolidate the new organisation managerially and financially. To have a base for a sustainable equality organisation in Northamptonshire**			

1. Activities/Outputs	**2. Main funder of NREC activity**	**3. Milestones**	**4. Who**	**5. Outcomes**
Please outline the key activities planned to achieve the objective by 31 March 2014		Stages of progress towards outcome		What will success look like and how will it be measured?
1. Develop staff and volunteers, with training 2. Hold regular staff meetings/volunteer and staff supervision 3. Maintain effective control of the REC's financial resources 4. Maintain and improve the day-to-day administrative functions of the REC	Big Lottery Advice Transition Fund	● All REC Policies & procedures reviewed ● Staff/volunteer meetings held monthly ● REC's finances are monitored quarterly ● Client survey undertaken - where appropriate changes to REC's practices made ● REC General Meetings and AGM held	AR/ Treasurer /Board	Northamptonshire REC has continued to be an exemplar of good practice in local equality work, with high standards of service and strives to continually improve Staff training has focussed on training available from the Discrimination Law Association and ACAS CLS Quality mark maintained Quality Mark Audit took place on 4th November 2012. The continuation of the award was made on 4th December 2014 OISC registration maintained NREC submits annual returns to Companies House and Charity Commission

5. Convene REC Board meetings, General Meetings, AGM - to meet constitutional requirements. 6. Income generation through training and consultancy is developed and maximised	All other funders contribute towards these core costs through full cost recovery	● Board receives regular monitoring reports ● Training and Consultancy successfully undertaken with positive outcomes indicated by participants through evaluation and monitoring		NREC's accounts audited and given "clean bill of health" Divesification of funding for NRECs work in progress.