



Advice Week 2010 Resource pack



Some pictures posed by models.



**It's not OK...
to be discriminated against.
Don't put up with it – get advice**

Introduction and background information

When is Advice Week 2010 and why is it important?

Advice Week 2010 will run from 11-15 October. A dedicated national week creates an ideal platform on which to raise the profile of the advice sector: the availability of our services and the difference we make. This helps generate support for our work and also encourages people to trust us to help them.

What's in this resource pack?

This pack contains:

- background information about Advice Week including national plans
- definitions of discrimination and a brief overview of discrimination law
- ideas and tips on how to make Advice Week a success locally
- a directory of further resources.

Who's involved?

Six national networks have again joined together for Advice Week. They are:

Advice Services Alliance, AdviceUK, Age UK, Citizens Advice, Law Centres Federation and Youth Access.

They are all partners in Promoting Advice – one of eight workstreams of the Working Together for Advice (WTfA) project, funded by the Big Lottery. For more information visit www.asa.org.uk/workingtogetherforadvice.

What's the theme?

The theme this year is discrimination as the main provisions of the Equality Act 2010 will be coming into effect on 1 October 2010. Nationally we've identified five key areas under the theme of discrimination and each network will focus on one:

- AdviceUK – Migrant Workers, see page 5
- Age UK – Age Discrimination, see page 7
- Citizens Advice – Hate Incidents and Hate Crime, see page 8
- Law Centres – Equality Act 2010, see page 9
- Youth Access – Young People's Rights, see page 10.

This pack looks at each in turn, suggesting activities and providing examples of what agencies have done in these areas.

For the publicity materials we've used the slogans "It's not OK" and "Don't put up with it – get advice" to raise awareness that discrimination is not acceptable, in any circumstances.

How will it work nationally?

Using the slogans (stated above) the six partners will issue a joint press release to national media shortly before Advice Week. They will also be championing the need for advice locally along with raising awareness of discrimination cases at an MP's awareness event in the House of Commons.

In addition we are hoping to create a short film to bring to life the idea that discrimination is not acceptable, which will be uploaded onto YouTube and other social networking sites.

How can it work locally?

You will have received the following branded posters: one A4, one A3 and one banner to help you promote Advice Week. We have also produced all Advice Week posters without the network logos so that you can choose any topic under the theme of discrimination for your Advice Week promotion and/or campaign work. The alternative posters can be downloaded at www.asauk.org.uk/adviceweek.

Shortly before Advice Week you will hopefully be able to download the national networks' film to publicise "It's not OK" in PowerPoint presentations and on your own social networking sites.

Teaming up with other agencies

A straw poll of stakeholders revealed that they believe partnership working is key to efficiency and maximum impact, but is not seen to be undertaken widely enough across the advice sector. With this in mind, we are hoping to see frontline agencies replicate the national partnership work at a local level to promote advice services during Advice Week. There are many benefits:

- a larger range of knowledge and skills
- additional capacity to plan and implement activities
- better information sharing
- greater efficiency and value for money
- easier access for service users.

Discrimination: definitions and the law

Discrimination

The Equality Act 2010 is described by the Equality and Human Rights Commission as the most significant piece of legislation for years. We are in a really strong position as the Act gives people the rights and we as the advice sector can help people implement those rights. We want to raise awareness that discrimination can affect us all as individuals and the advice sector can work together to help clients with discrimination problems. It's not OK... to be discriminated against.

What is discrimination?

This is a short overview of what discrimination is and the types and kinds of discrimination that can adversely affect people. This is not intended as a comprehensive statement of the law but a brief survey of the scope of the protection given by legislation to help you start thinking about what areas you might cover in Advice Week.

Discrimination is where someone is treated worse than another person because of who they are. The law protects people from discrimination on the basis of one of following nine 'protected characteristics':

- Sex (gender)
- Race
- Disability
- Sexual Orientation
- Religion or Belief
- Age (currently employment only)
- Gender Reassignment
- Pregnancy and Maternity
- Marriage and Civil Partnership (employment only).

Where is discrimination unlawful?

People can be legally protected from discrimination because of these characteristics in the following settings:

- employment
- goods, facilities and services, e.g. shops, transport and other service providers
- public services, e.g. Local Authority services, Job Centre Plus, health services
- education or training
- when dealing with people who sell, let or manage a property.

The different types of unlawful discrimination

The law defines a number of different types of discrimination, which are briefly explained briefly below:

- **Direct discrimination** means that one person is treated 'less favourably' than another because of a protected characteristic. For example, if an employer decides not to interview a prospective employee because they have an Asian name, that is direct discrimination on the basis of race.
- **Indirect discrimination** happens when there is a rule, policy or practice that applies to everyone but which particularly disadvantages people with a protected characteristic. For example, if training is only offered to full-time workers and not part-time workers – most part-time workers are usually women so this could be indirect sex discrimination. It is possible for employers to defend claims of indirect discrimination if they can show that the rule or policy is justified. This type of discrimination is one of the most difficult for advisers to identify and advise on.
- **Harassment** is unwanted conduct that is either intended to or has the effect of violating a person's dignity and creating an environment which that person feels to be intimidating, hostile, humiliating or offensive. The harassment must be related to a protected characteristic.
- **Victimisation** is where an individual has either complained of discrimination themselves or supports another person who has complained of discrimination and as a result of doing so, they are then treated 'less favourably'.
- **The duty to make reasonable adjustments** broadly means that if a disabled person is placed at substantial disadvantage by a practice or physical feature then an employer or service provider is under a duty to make reasonable adjustments to ensure that the disabled person is no longer put at a disadvantage.

The Equality Act 2010

The Equality Act 2010 will replace most pre-existing anti-discrimination legislation (e.g. Race Relations Act, Sex Discrimination Act, etc) when its main provisions come into effect on 1 October 2010. The new Act brings together, harmonises and in some respects extends pre-existing equality law. See the resource section for pdf guidelines from the Governments Equality Office.

Important note

Sometimes an employer or service provider can show that they can use a defence of justification, or rely on an exception, so that what would otherwise be unlawful discrimination can be lawful.

How to take action about unlawful discrimination

The appropriate action to challenge unlawful discrimination depends upon the type of complaint and what an individual is seeking to achieve: it could be bringing a claim in an Employment Tribunal or a County Court, raising a grievance, using a mediation service or taking action about public sector equality duties. Each type of action has its own rules of procedure. All have strict time limits that must be carefully checked, so any referral to another advice provider should be done as quickly and effectively as possible.

Other types of unfair treatment

People can be treated unfairly and not be covered by the anti-discrimination legislation. In some cases they may be other laws that protect them, for example employment law, human rights law or criminal law.

Suggested actions and best practice case studies

Migrant workers – AdviceUK

A migrant worker is someone who comes from abroad to live and work in the UK. As a group, migrant workers are very diverse. They include a range of workers from low paid 'unskilled' workers to highly paid skilled workers, and are employed by many different industries including hospitality, IT, healthcare, food processing, agriculture, domestic work and construction. Migrant workers come to the UK from all over the world, including Australia, India, South Africa, and more recently Lithuania, Slovakia and Poland. Their eligibility to live and work in the UK may be tied to their country of origin and/ or their employment, and the rules can be complex. Some migrant workers are especially vulnerable to discrimination and exploitation by their employers because their ability to remain in the UK is tied to their working status, and in some cases to their individual employer.

When it comes to protection from discrimination, all legal working migrant workers have the same rights as UK workers. However, migrant workers are often faced by discrimination both at work and when accessing goods and services, including those provided by public bodies. Typical examples of the discrimination faced by migrant workers include:

In employment

- not being paid the minimum wage
- working longer hours
- not being given paid holiday
- being sacked when their employer finds out that they are pregnant.

In accessing goods and services

- being turned down for benefits that they are eligible for and having to go through an appeals process to enforce their rights
- being automatically billed for NHS services until they have proved their eligibility for free health care.

During the current economic crisis migrant workers are increasingly being portrayed as a problem, taking jobs from UK workers, draining resources from public services and generally having a negative impact on our society. Even though there is strong evidence to prove that migrant workers in fact bring benefits to the UK (see Unison's Migration myth-busting factsheets at www.unison.org.uk/migrantworkers) the Government has recently announced plans to limit the numbers of non-EU migrant workers coming to the UK.

Action:

As part of Advice Week 2010 we are asking AdviceUK member organisations to do one or more of the following:

- Display the 'It's not OK...' posters in your reception and/or another suitable public area to raise awareness of discrimination rights to your clients.
- Use appropriate resources listed in this pack to ensure that all of your advisers are aware of basic discrimination rights and how they are relevant to their area of advice.
- Draw up a referral list of local and national organisations that your advisers can use to refer clients with discrimination issues (many relevant national organisations are listed in this pack).
- Consider the advice needs of migrant workers in the communities that you serve and whether they are faced with discrimination by employers or in accessing services, maybe through a discussion during a team meeting.
- Consider what action you can take to help migrant workers access their rights – ideas to consider could include:
 - * making links with local community groups which make up the migrant worker population to raise awareness of your services, discuss how to make your services more accessible to their communities or even to look at possibilities of partnership working, e.g. providing an outreach service
 - * holding an activity or event specifically aimed at migrant workers to raise awareness of their rights and advice services
 - * taking forward a social policy issue that is of importance to the migrant workers you work with, e.g. highlighting discriminatory treatment by public bodies and approaching them to develop good practice when working with migrant workers.
- Please tell us about any action that you have taken in the lead up to or during Advice Week by emailing us at mail@adviceuk.org.uk.

Case study:

Kalayaan gives advice and support to migrants who enter the UK on the domestic worker visa, typically to work in a private household as housekeepers, nannies, cooks and chauffeurs. The unregulated, hidden and isolated nature of this work means that they are particularly vulnerable to discrimination, abuse and exploitation. Domestic workers are entitled to the minimum wage, but in 2008 Kalayaan recorded that of the 356 newly registered workers 7% of their clients received no money from their employer and 47% received less than £50 per week. They also found that 60% of their clients were given no time off and 45% worked more than 16 hours a day. Their clients are subject to control, abuse and harassment, 69% were not allowed out of the house without their employer and 58% were subject to psychological abuse from their employer.

In response to the discrimination faced by many of their clients, Kalayaan has established a project with North Kensington Law Centre, which is funded by the Barrow Cadbury Trust and Oxfam UK. During the first year of the project they referred 50 domestic workers to the Law Centre, of whom 44 have had some legal action taken on their behalf.

For further information contact Kalayaan, email: info@kalayaan.org.uk

Age discrimination – Age UK

In April 2012 age discrimination legislation will be extended by the Equality Act 2010 to include goods facilities and services. However currently it only covers issues relating to employment. The Employment Equality (Age) Regulations came into force in October 2006 and since then it has been unlawful to discriminate in a work or training context against someone because of their age.

Age discrimination in employment can happen to anyone, but is especially prevalent and damaging for people over 50, with as many as 75% of those who leave work not being able to find another job. One in twenty workers in this age group has been denied a job because of their age, while nearly two-thirds believe employers see them as being too old. The Coalition Government's proposals to bring forward the timescale for increasing State Pension Age raises difficult issues about whether the views and practices of many employers are out of step with the Government's intentions. And there is also the likelihood that many more people in later life will have to struggle on low incomes because they are out of work but have not yet reached the age at they can claim their pension.

There is clearly a growing awareness of age discrimination legislation amongst employees and an increasing need for advice and support for those suffering from age discrimination in the work place. The number of ageism-related cases received by the Employment Tribunal soared from 2,900 in 2007/08, the first full year following the introduction of the legislation, to 5,200 in 2009/10.

Age UK is also continuing its campaign to see the Default Retirement Age abolished. According to recent Age UK research forcing older workers to retire cost the UK last year an estimated £3.5 billion in lost economic output along with lost skills and knowledge, not to mention the impact on individuals lives.

Action:

As part of the Advice Week 2010 campaign local Age Concerns and Age UKs may wish to raise awareness of the issues of age discrimination, the rights that workers have and where they can go to seek advice. Age UK will be producing a press release for local organisations to send to their local paper(s). The press release will include case studies of clients that sought advice about age discrimination from Age Concern. However it would be better still if local Age Concerns or Age UKs were able to substitute this with a case study of their own. It would also be good if local Age Concerns or Age UKs could join up with other local advice agencies campaigning about other areas of discrimination, as part of Advice Week 2010, and send a joint press release with a range of local discrimination case studies that demonstrated the impact of advice on people suffering from discrimination.

Case study:

When the Employment Equality (Age) Legislation came into effect in 2006 a number of local Age Concerns undertook awareness raising events. Two of the most prominent and successful were a conference for local employers jointly delivered by Age Concern Gateshead and a local firm of employment law solicitors, and a one off radio show developed by Age Concern Hampshire with its local radio station that highlighted the positive impact of employing older workers alongside discussing the age discrimination legislation. You may not be able to realise something so large scale as this as part of your Advice Week campaigning but anything that you can do will help to raise awareness of the issue and encourage people to seek advice.

Hate incidents and hate crime – Citizens Advice

We have the right to be who we are. Hate incidents and hate crime involve violence or hostility because of who someone is. If your client is targeted because of disability, gender identity, race, religion, or sexual orientation, this is a hate incident. When hate incidents amount to criminal offences, these are known as hate crimes. Therefore all hate crimes are hate incidents, but not all hate incidents are hate crime. Hate incidents can happen to anyone.

As part of the coalition agreement the Rt Hon David Cameron and Rt Hon Nick Clegg have committed to “promote better recording of hate crimes against disabled, homosexual and transgender people, which are frequently not centrally recorded”. Therefore we need to ensure that people start reporting these crimes.

In the four years ending March 2009, over 49,200 defendants were prosecuted for hate crimes. Of these around 45,200 were prosecuted for racist or religious crimes and another 3,400 for homophobic or transphobic crimes (source: Crown Prosecution Service Hate Crime Victim Report 2009).

However these figures hide disturbing facts. Most hate incidents - especially homophobic and disability ones - remain unreported. Retractions are common and so contribute to unsuccessful hate crime trials. Across the country, homophobic hate incidents are rife in schools (source: Stonewall) and in London, hate crime is on the increase (source: Crimestoppers). Disabled people are four times more likely to experience a hate crime than non disabled people (source: Equality and Human Rights Commission).

Advice agencies therefore have a key role in helping to raise awareness of hate incidents, especially amongst public sector officers, other third sector partners and those actually experiencing (or likely to experience) hate incidents. Advice agencies should also collaborate with other partners in the communication, recording, response and strategic planning of tackling hate incidents (e.g. becoming involved in hate crime scrutiny panels).

Action:

- Display the ‘It’s not OK...’ posters in suitable public area to raise awareness of discrimination rights.
- Use appropriate resources listed in this pack to ensure that all of your advisers are aware of basic discrimination rights and how they are relevant to their area of advice.
- Draw up a referral list of local and national organisations that your advisers can use to refer clients with discrimination issues (many relevant national organisations are listed in this pack).
- Use the advice columns in local newspapers and magazines.
- Advertise the Hate Crime podcast on your websites and in any press releases you send out.

Case study:

A resident with learning disabilities was subject to an online social network bullying campaign. The resident’s personal details were published and mobile phone videos of him were uploaded. Hundreds of people became members and joined the online campaign to mock and harass him. The local Citizens Advice Bureau worked with the police, the social network site and other partners to identify those responsible, remove the site, support the client and take action against those responsible.

Equality Act 2010 – Law Centres Federation

Anybody can be discriminated against. The Equality Act 2010 is making sure that everyone has the right to be who they are, no matter what their age, disability, race, religion, sex or sexual orientation.

The Act has simplified and replaced all the separate previous pieces of legislation – there are some important changes and new protections, but a lot remains the same.

There are now nine protected characteristics:

- Sex (gender)
- Race
- Disability
- Sexual Orientation
- Religion or Belief
- Age
- Gender Reassignment
- Pregnancy or Maternity
- Marriage and Civil Partnership.

The Act provides an opportunity to raise awareness of discrimination in all its forms.

Action:

- Display the 'It's not OK...' posters in suitable public area to raise awareness of discrimination rights.
- Campaign to raise awareness of discrimination issues throughout your community.

Case Study: Coventry Law Centre

In 2006, Coventry Law Centre won a Solicitors' Race Equality Award for its campaign to raise awareness of discrimination. The Law Centre chose to cover all forms of discrimination to widen the campaign's reach.

The Law Centre publicised the campaign by:

- Persuading 46 community organisations to support the campaign by displaying posters and leaflets and helping to identify victims of discrimination.
- Displaying posters on buses and streetlights, and putting a banner in the city centre shopping area.
- Producing a special edition of the Law Centre's newsletter which is circulated to 500 voluntary and community organisations in Coventry.

Young People's Rights – Youth Access

Research evidence indicates that young people aged 16–24 year experience the highest levels of discrimination. The most prevalent form of discrimination suffered by young people is as a result of age – with 64% of older teenagers feeling they have been treated unfairly because of their age – followed by gender, race, religion, sexuality and disability.

Young people tend to fare badly when trying to access services and enforce their rights and entitlements. This leads to high levels of need for advice. However, they also fare badly when they need advice. Research by Youth Access has shown that young people are the least likely group in society to find their way to an advice agency when they have a social welfare problem.

For this reason, we have decided to focus on ensuring young people seek advice when they have problems generally, rather than focusing only on discrimination against young people.

Action:

We are hoping that youth advice agencies will participate in Advice Week 2010 by promoting their services locally, including by displaying the young people poster in strategic locations.

In parallel, it is important that 'mainstream' adult advice agencies improve their capacity to service the needs of young clients. To assist with this, Youth Access has recently produced some practical guidelines for making advice services 'young person-friendly', entitled Opening Your Doors to Young People. For further information about the guidelines, and about accompanying training, go to www.youthaccess.org.uk or email advice@youthaccess.org.uk.

Case study:

The Mancroft Advice Project (MAP) works with young people aged 11-25 in Norwich and the surrounding areas, to provide access to the independent information, advice, counselling and support they need. MAP's vision is that all young people will know what it is to be valued and that they will have the support they need to make a successful transition to adulthood.

MAP runs a number of different services and schemes, including a rights-based advice service delivering advice and assistance on benefits, housing and debt in locations across Norfolk. To promote young people's awareness of their housing rights, MAP has produced Home Truths, a 'no-nonsense toolkit for young people moving on' and an accompanying accredited training course. As a result, there has been a large increase in the numbers of young people in housing need accessing advice to assist them in enforcing their legal rights and entitlements.

www.map11-25.org

Resources

- Previously the Promoting Advice workstream has created short handy guides on core communications skills, such as writing a press release, organising an event etc. You can find these at: www.asauk.org.uk/promotingadvice
- As with all Acts the Equality Act 2010 is a very heavy document to read. We've found this easy read pdf that you may wish to read or provide the link to your clients www.equalities.gov.uk/PDF/EasyRead_Equality_Bill_notes%20Low%20Res%20Web%20Acc.pdf.
- Simple guides on the Equality Act 2010 have been created by the Government's Equality Office that set out clearly what the new laws will mean for business, the public sector, the voluntary sector and the public, helping people understand their new responsibilities and rights. www.equalities.gov.uk/default.aspx?page=1631
- Discrimination workstream resources – For advisers working on discrimination issues (Revised July 2010)

The Developing Discrimination Advice Workstream (part of WTfA) has compiled this list of useful organisations and websites to help discrimination advisers access a range of resources, including handbooks, specialist support, telephone helplines and training on discrimination advice issues. Many of the resources are free. We have indicated where there is a charge for them. Some of the resources are aimed at specialist discrimination advisers and some are aimed at the public, but we have included them because they contain information that may be useful to advisers. For more information on the range of services and support offered by each organisation visit the relevant website to find out what they offer which includes free helplines, factsheets and training courses.

Please note that we consider it to be essential that all advisers involved in providing discrimination advice have access to a comprehensive guide to the law, either in the form of an up to date handbook or an online reference.

All areas of discrimination

Advicenow

Advicenow has a range of resources which explain what discrimination is and the action people can take to sort out discrimination problems. You can also search the Advicenow website for links to other discrimination-related information.

www.advicenow.org.uk/is-that-discrimination

Bar Pro Bono Group

The Bar Pro Bono Unit is a charity which helps to find pro bono (free) legal assistance from volunteer barristers. It can assist with:

- advice, representation and help at mediation
- cases in all legal areas (including discrimination)
- cases where proceedings have not yet been started
- cases in all tribunals and courts in England and Wales.

Pro bono assistance is only available to those who cannot afford to pay and who cannot obtain public funding (Legal Aid). www.barprobono.org.uk

Citizens Advice

The Adviceguide website is the main public information service of Citizens Advice. It gives general guidance on rights, and includes information on discrimination and downloadable factsheets. www.adviceguide.org.uk

Citizens Advice Specialist Support

Citizens Advice Specialist Support has expertise and provides consultancy in the fields of employment and discrimination, housing, money advice and welfare benefits for all Citizens Advice Bureaux, and in employment to Legal Services Commission (LSC) quality-marked advice agencies. They also provide a wide programme of Continual Professional Development (CPD) accredited specialist courses in employment and discrimination. For further information email: specialistsupport@citizensadvice.org.uk

Discrimination Law Association (DLA)

DLA is a membership organisation which brings together a broad range of people and organisations interested in preventing and opposing discrimination. Its activities include responding to government consultations, practitioner group meetings, briefings, email updates, conferences and seminars. Annual membership for small voluntary groups costs around £60. www.discriminationlaw.org.uk

Equality and Diversity Forum (EDF)

A network of national organisations committed to equal opportunities, social justice, good community relations, respect for human rights and an end to discrimination. They produce a free electronic newsletter which contains information about new equality and human rights developments, policy and publications, as well as details of forthcoming events and job vacancies. www.edf.org.uk

Equality and Human Rights Commission (EHRC)

The EHRC's website has an advice and guidance section with useful information and guidance on challenging discrimination. www.equalityhumanrights.com

The EHRC's Legal Directorate runs a specialist advice line for advisers, which can advise about the implications of the law, completing legal procedures, framing legal arguments and the potential for Commission funding.

- Telephone lines are open Tuesday – Thursday 0930am – 1230pm
- Sex, equal pay or sexual orientation discrimination 0161 829 8403
- Disability or age discrimination 0161 829 8303
- Race or religion or belief discrimination 0203 1170 302
- Email adviserline@equalityhumanrights.com.

Equalities Mediation Service, Mediation Works

The Equalities Mediation Service is an independent and impartial service, funded by the EHRC, for resolving disputes about discrimination in the provision of goods and services and in education and employment. Mediation offers an alternative to often lengthy legal processes. The service aims to assist people to reach their own solutions to complaints of discrimination, by mediating between both parties involved in a disagreement. Nearly 80% of cases referred to the service reach full agreement. The service covers cases of discrimination on the characteristics of age, disability, gender, race, religion or belief and sexual orientation. The EHRC helpline or specialist advice line can refer cases to the Equalities Mediation Service or you can contact them directly for information.

www.adrnow.org.uk/go/SubPage_38.html and <http://mediation-works.co.uk/equalities>

Equal Opportunities Review

The journal focussed on equality, diversity and discrimination law and practice from Michael Rubenstein. An annual subscription for monthly issues of the journal, access to EOR Online and a copy of *Discrimination: A Guide to the Relevant Case Law* costs around £365. www.eordirect.co.uk

Government Equalities Office (GEO)

GEO has responsibility within Government for equality strategy and legislation. It is responsible for developing the Equality Act 2010 and updates on the implementation of the Act are available on the GEO website. www.equalities.gov.uk

LawWorks

LawWorks is a charity which aims to provide free legal help to individuals and community groups who cannot afford to pay for it and who are unable to access legal aid. LawWorks offers a wide variety of free services to advice agencies throughout England and Wales. These include:

- Helping to set up a free, after hours, legal advice Clinic
- Providing a referral route for your clients to receive free legal assistance including representation and mediation
- Access to a system which can provide answers to straightforward legal questions
- A bank of legally qualified volunteers, wanting to do pro bono work whilst seeking employment.

www.lawworks.org.uk

Legal Action Group

Legal Action Group provides training and publications on a wide range of legal issues, including discrimination. They produce a Discrimination Law Handbook (costs around £55), an Employment Law Handbook and run a Discrimination Law Update training course. www.lag.org.uk

Office of Public Sector Information

Anti-discrimination legislation can be downloaded from this government website. www.opsi.gov.uk
The Equality Act 2010 and explanatory notes can be downloaded from www.opsi.gov.uk/acts/acts2010/ukpga_20100015_en_1

Education

Advisory Centre for Education (ACE)

The Advisory Centre for Education (ACE) is a national charity that provides advice and information to parents and carers on a wide range of school based issues including exclusion, admissions, special education needs, bullying and attendance. www.ace-ed.org.uk

Children's Legal Centre

The Children's Legal Centre runs a national education helpline through Community Legal Advice. www.childrenslegalcentre.com

Independent Panel for Special Education Advice (IPSEA)

IPSEA is a registered charity offering free and independent advice to parents of children with special educational needs in England and Wales. www.ipsea.org.uk

Skill: National Bureau for Students with Disabilities

Skill promotes opportunities for disabled people in learning and employment. It has a UK-wide service providing information and advice to disabled students and people calling on their behalf, on access to education after age 16, training at work, entry to employment and volunteering. www.skill.org.uk

Employment

Acas

Acas stands for Advisory, Conciliation and Arbitration Service. It aims to improve employment relations. Employers and Employees can get free advice from their website or telephone helpline. www.acas.org.uk

Central London Law Centre

Tamara Lewis has written a number of resources for employment discrimination advisers. The following 3 publications can be downloaded free from the Central London Law Centre's website:

- Identifying employment cases: checklists for diagnosis and interviews
- Identifying discrimination in employment – a diagnostic and referral guide
- The Claimant's Companion: a client's guide to employment tribunal cases.

www.londonlawcentre.org.uk/publications.html

Daniel Barnett

A website where you can sign up for free email updates on latest decisions in employment case law and legislative changes. www.danielbarnett.co.uk

Emplaw

An online resource provided by the Employment Lawyers Association available by subscription providing up-to-date legislative and case law developments on employment.

www.emplaw.co.uk

Employment Lawyers Association

A national membership association of over 5,000 lawyers who specialise in employment law. They provide training, commentary, analysis and updates on employment law developments.

www.elaweb.org.uk

IDS Employment Law Brief

IDS Employment Law Brief is a fortnightly Brief and online service providing information and analysis on employment law cases and legislation. It costs in the region of £600 per year to subscribe.

www.incomesdata.co.uk/Catalogue/ProductDetails.aspx?recordid=3717&productid=181925

Tolley's Discrimination in Employment Handbook

A handbook written by a team of barristers and solicitors, which provides in-depth coverage and practical advice. It costs £75 www.lexisnexis.org.uk/employmentlaw/

Trade Union Congress (TUC)

Member Unions of the TUC represent over six and a half million working people. The TUC provide information, publications and training on employment discrimination issues.

www.tuc.org.uk and www.worksmart.org.uk is the TUC's public facing website.

Housing

Housing Rights Information

The housing rights website has some information regarding discrimination in housing, mostly with regard to racial discrimination. The website can be searched with keywords.

www.housing-rights.info/index.html

Shelter

Shelter, the housing and homelessness charity, provide some training courses on housing discrimination issues, including a course on racial harassment and the Disability Equality Duty. They have an online guide to housing law which is available by subscription. www.england.shelter.org.uk

Human Rights

The Aire Centre (Advice on Individual Rights in Europe)

Provides information and advice throughout Europe on international human rights law, including the rights of individuals under the provisions of European Community Law, and can give direct legal advice and assistance on a case by case basis to legal practitioners or advisers. www.airecentre.org

British Institute of Human Rights (BIHR)

The British Institute of Human Rights provides a range of information and resources and develops and delivers training and consultancy around human rights issues. They have produced some useful human rights guides for disabled people, older people, people with mental health problems and refugees/ asylum seekers that are available to download from their website.

www.bih.org.uk/resources/guides

Liberty

Liberty has a website which provides support to individuals and organisations in understanding and enforcing rights under the Human Rights Act 1998. They also have a dedicated human rights advice and information service for voluntary sector organisations, which can be accessed by phone, fax or online. www.yourrights.org.uk

Ministry of Justice

A number of government guides to human rights can be downloaded from the Ministry of Justice website, including a guide to the Human Rights Act. www.justice.gov.uk/guidance/humanrights.htm

Public Functions

Public Law Project

A national legal charity which aims to improve access to public law remedies for those whose access is restricted by poverty, discrimination or other similar barriers. They have resources on their website and offer training on public law. www.publiclawproject.org.uk

Specific characteristics/ equality groups

Please note: The following list does not attempt to cover all protected characteristics or equality groups. It is just a selection of useful resources/ national organisations.

Age UK

Previously Age Concern and Help the Aged. Have information on ageism in employment.

www.ageuk.org.uk/work-and-learning/discrimination-and-rights

Children's Legal Centre

The Children's Legal Centre provides legal advice, information and representation for children and young people. www.childrenslegalcentre.com

Disability Law Service

The Disability Law Service provides advice, training and a national helpline on disability discrimination law. Its website has some useful factsheets to download. www.dls.org.uk

Fawcett Society

Fawcett campaigns for equality between women and men in the UK on pay, pensions, poverty, justice and politics. www.fawcettsociety.org.uk

Friends, Families and Travellers

An organisation which aims to end racism and discrimination against Gypsies and Travellers. Their website includes guides to the law, a database of Gypsy and Traveller organisations across the country and links to useful resources. Their advice and information unit runs a national helpline. www.gypsy-traveller.org

Kalayaan – Justice for migrant domestic workers

Migrant domestic workers are people who have entered the UK legally with an employer on a domestic worker visa to work in a private household. Kalayaan is the only organisation in the UK providing support services specifically to migrant domestic workers. Domestic migrant workers are especially vulnerable to gender and race discrimination by their employers. www.kalayaan.org.uk

Maternity Action

Provide information sheets on employment rights of pregnant women and new parents. www.maternityaction.org.uk

RAD Legal Services (Royal Association for Deaf People)

RAD Legal Services is a dedicated legal service providing specialist, independent legal advice working for Deaf people (by which they mean Deaf people whose first or preferred language is sign language). They provide legal advice and representation on discrimination issues. www.radlegalservices.org.uk

Stonewall

The lesbian, gay and bisexual charity, which has information on their website about anti-discrimination rights in employment and in the provision goods and services. www.stonewall.org.uk

Trans Equality Project, Press for Change

A dedicated telephone and email equalities and human rights legal help and advice service for all Trans people. The project provides a service to all Trans people, those who work with them, and those who employ them or provide them with services. www.transequality.co.uk

Working Families

Has a section on their website aimed at supporting parents through discrimination claims. It includes case studies of relevant legal precedents, key case steps and other resources. They run a freephone helpline for parents and carers. www.workingfamilies.org.uk

Help us to improve this list

If you have any comments on this list or are aware of other resources that are useful to discrimination advisers and which are not included please pass details on to Flora Williams at the Law Centres Federation at flora@lawcentres.org.uk or Jo Chimes at Citizens Advice at jo.chimes@citizensadvice.org.uk.

Contacts

Contacts for Advice Week 2010

For further help or information please contact:

Advice Services Alliance - admin@asauk.org.uk

AdviceUK – mail@adviceuk.org.uk

Age UK – contact@ageuk.org.uk

Citizens Advice – advice.week@citizensadvice.org.uk

Law Centres Federation – info@lawcentres.org.uk

Youth Access – admin@youthaccess.org.uk

If you're taking part in Advice Week 2010

It would be fantastic to know what you have got planned, so much so if you email us with your plans, you'll be entered into a prize draw to win £50. We will need to have your feedback by 24 September.

Please email advice.week@citizensadvice.org.uk.

References

References used for creation of this pack

Age Concern, Factsheet 77, December 2009, The law on age discrimination

The Coalition: our programme for government. May 2010

www.acas.org.uk

www.adviceguide.org.uk

www.advicenow.org.uk/A&rights

www.advicenow.org.uk/earights

www.advicenow.org.uk/is-that-discrimination/whats-it-all-about

www.advicenow.org.uk/youngworkers

www.ageuk.org.uk/work-and-learning/discrimination-and-rights/what-is-ageism

www.communities.gov.uk

www.communitylegaladvice.org.uk

www.direct.gov.uk

www.equalityhumanrights.com

www.isthatdiscrimination.org.uk

No place for Hate – draft leaflet from Citizens Advice

<http://www.thesite.org/homelawandmoney/law/victims/hatecrime>

<http://webarchive.nationalarchives.gov.uk/20100418065544/http://www.homeoffice.gov.uk/crime-victims/reducing-crime/hate-crime/>