

***ANNUAL REPORT: MEMBER CHAMPION FOR
EQUALITIES & DIVERSITY 2018/19***

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Message from Councillor Tele Lawal, Member Champion for Equalities & Diversity

I am pleased to produce the 2018/19 Member Champion annual report for Equality and Diversity. It has been an honour to serve residents as their appointed advocate for inclusion in the community.

Havering's demographics has changed significantly and will continue to do so in the years ahead. This will bring greater diversity, and with it, inherent opportunities and new challenges for the Council. For some, this is an exciting time, however, there are many in Havering who are not open to the changes in the Borough.

Throughout the year, I have observed pockets of cohesion, and on the other side, hostility towards 'hidden communities' (African, Asian, LGBTQ, and faith communities). I have had to boldly challenge, and call out discrimination:

- An elected Councillor using their protection under Article 10 'freedom of expression' to make an inaccurate and nonfactual statement, which causes a divide in community relations and, could be used in the future as a tool to incite hate crime
- And a Council officer allegedly advising a business owner to only hire their venue to Caucasian weddings as 'they cause less trouble'

There are many more examples of overt and covert prejudice throughout Havering. A lot of this is due to ignorance. Many people need to be shown that people who are 'different' present no threat and are more likely to have similar characteristics which might at first not be obvious.

The London Borough of Havering is making good progress to tackle this with its new and approved equality and diversity agenda. Although, rather late to act. I say that, as there are many Councils across the country who have been investing and improving equality matters for years, and have achieved the Local Government Association 'Excellent' rating by meeting their Equality Framework for Local Government.

Projects which are being developed by the newly formed Community Engagement and Cohesion Forum – which is open to all.

However, for this strategy to be more than a tick box exercise, it will need not only teamwork, passion and commitment, but its own dedicated funding, and I would urge the Cabinet to consider this in the future. **We must invest to see results.**

This strategy, when successfully implemented, should help prevent in-community silos, address the causes of negativity and achieve 'One Havering.' It will grow with the Borough, and be reviewed to ensure that One Havering does not become another meaningless strapline.

However, in the future, we should not let our tiny successes make us to become complacent and believe that we are doing enough. We must continue to be bold, honest and transparent for our work on cohesion to be sustainable.

Tough questions will need to be asked, which might be difficult, but this doesn't mean we shouldn't ask or answer them.

By doing so, the Council and its partners will then start to challenge themselves to change policies and practices which are contributing/causing the problem.

If we do this, then the London Borough of Havering will be a place, where one day the elderly, disabled, and other vulnerable or marginalised groups, can achieve their full potential and not feel left behind, forgotten or unwelcome.

Although my time is up as the Council's Member Champion for Equalities & Diversity, I will still continue to be the voice.

To my successor, Councillor Robby Misir, I wish you all the best as you do the following:

- Raising the profile and demonstrating the Council's commitment to the issue
- Promoting effective communication and positive working relationships both within the Council and amongst partners, stakeholders and community groups
- Providing positive support, and on occasions constructive challenge, to officers in driving forward the Council's agenda on the issue

I would like to also acknowledge the staff, partners, and residents who are striving for equality. Thank you for your hard work, which does not go unnoticed.

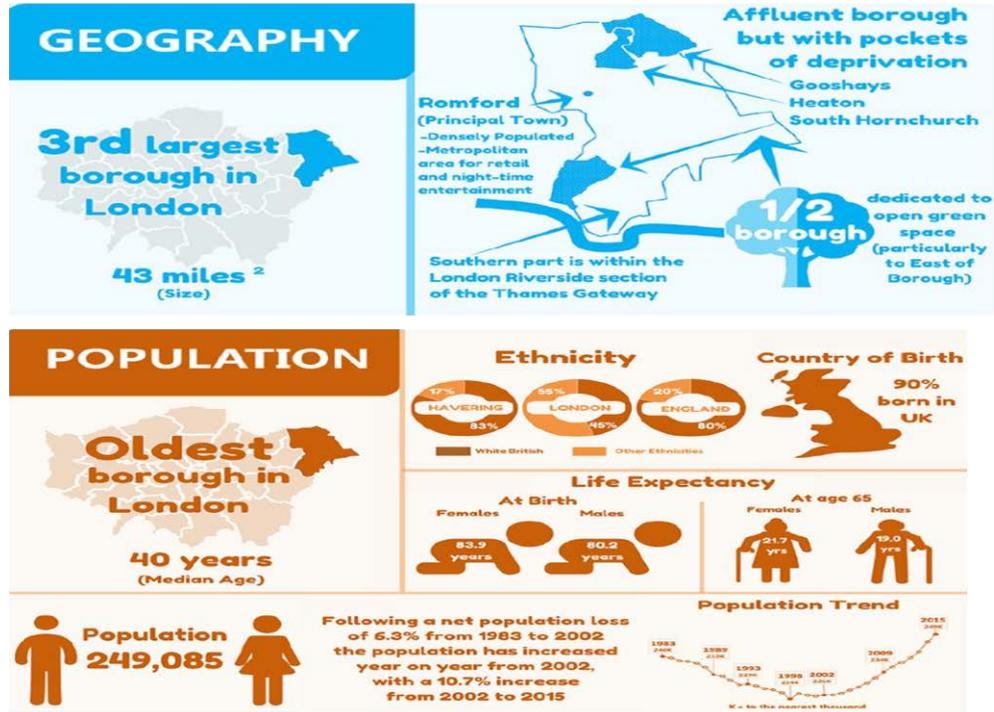
I have met exceptional people along my journey, and by listening to your concerns, I have been able to create ideas which are listed in the objectives and recommendations section of this report.



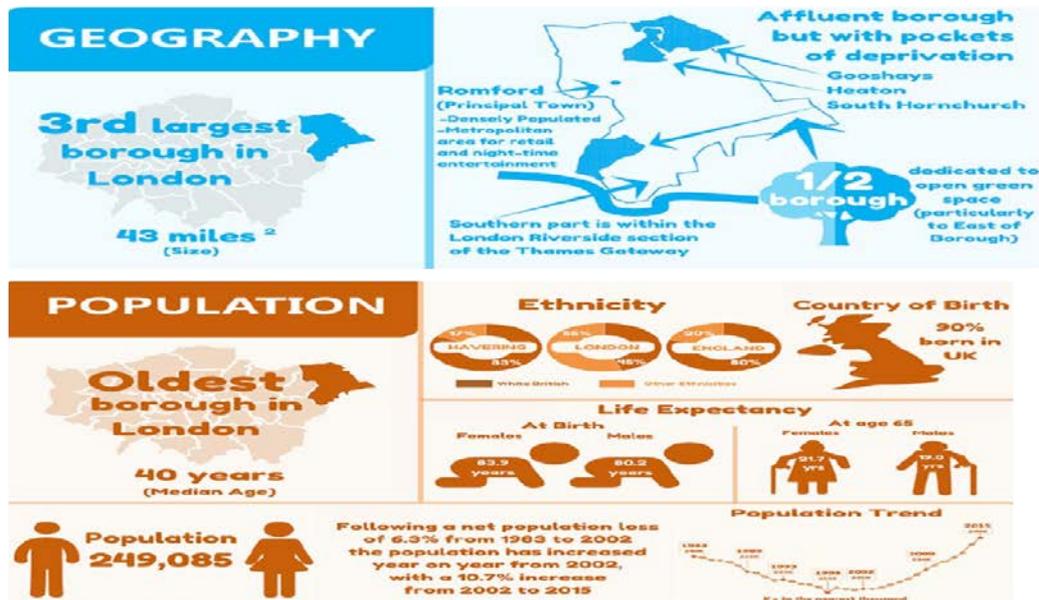
Councillor Tele Lawal
Heaton Ward

One Havering: Key population and demographic facts

Appendix D – Havering Demographics



Appendix D – Havering Demographics



ECONOMY

7th highest proportion of working-age residents in employment in London

78% (Employment)

Average gross income per household

Area	Average Gross Income
HAVERING	£44,430
LONDON	£51,770
ENGLAND	£39,557

Employment Rate (Overall)

77%	HAVERING
73%	LONDON
74%	ENGLAND

Out of Work Benefits

7.3%	HAVERING
8.2%	LONDON
9.0%	ENGLAND

Car Ownership

70% households have at least one car / van

Child Poverty

30-33% of children live in poverty* Areas in the most deprived quintile

Gooshays
Heaton
Brooklands
(*after housing costs)

Children in income-deprived households

8,800

HOUSEHOLD

Highest proportion of one-person households occupied by persons aged 65 years

48% (One-person Households)

Bedrooms per household

2.8	HAVERING
2.5	LONDON
2.7	ENGLAND

Homeless Households in Temporary Accomodation

7.0 per 1000 households

105,299 Households

Homeowner Population

73%	HAVERING
50%	LONDON
65%	ENGLAND

Traveller Caravans on unauthorised sites

78%

Short-term International Migration

131 per 100,000 population

Household Composition mainly composed of

Pensioners
Married Couples with dependent children

Lone Parent Households

Year 2001	4005
Year 2011	7224

52% Households with Adults working

16% Households with NO Adults working

32% of elderly population live in one person households

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One Havering

Community Cohesion and Equality Objective:

'To nurture and promote a cohesive, healthy and optimistic Borough underpinned by mainstreamed inclusive British values, where everyone experiences dignity and equal life chances, and where neighbours, colleagues and different community groups interact, respect and value each other.' *

* Regardless of age, class, colour, disability, education, ethnicity/race, gender, health status, marital status, nationality, political perspective, religion, sexuality, or socio-economic status.

Policy: *The Council's commitment to Equality and Diversity*

The Equality Act 2010

Public authorities, including councils, have a duty under the Equality Act 2010 to pay 'due regard' in carrying out their functions, to ensure that they:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

The Equality Act 2010 specifically states that no individual should be treated less favourably based on their protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnerships
- Pregnancy and Maternity
- Race/Ethnicity
- Religion and Belief
- Sex/Gender
- Sexuality
- *Health (LBH has added)*
- *Socio-economics (LBH has added)*

The Council's commitment to Equality and Diversity (E&D) is set out in the following internal corporate and partnership documentation:

- Voluntary Sector Strategy
- Volunteering Strategy
- Corporate Plan
- Fair to All Equality Policy
- Single Equality Scheme Action Plan,
- Departmental Service Plans
- Financial Inclusion Strategy
- Think: "Service Excellence includes equality and fairness"
- Equality in Service Provision Policy
- Harassment and Bullying Policy
- Equality & Health Impact Analysis (EqHIA)
- EFLG: Aiming for Excellence
- Community Safety Plan
- Health and Wellbeing Strategy

The 'One Havering: Community Cohesion Strategy 2018 – 2022'

This is Havering's first Community Cohesion Strategy which, in line with the Equality Act 2010, aims to foster good community relations and a complementary union between the Council's stated values and the borough's evolving diversity profile. The Strategy deliberately focuses on the many common experiences, aspirations and values that unite local people as one community, as One Havering. It seeks to make a very clear policy statement about how the Council will go about nurturing and promoting "a cohesive, healthy and optimistic borough, underpinned by modern British values; where everyone experiences dignity and equal life chances, and neighbours, colleagues and different community groups interact with, respect and value each other, regardless of age, colour, disability, education, ethnicity, gender, health status, marital status, nationality, political perspective, religion, sexuality or socio-economic status".

The strategy is framed around four themes:

- Building – Enabling new interactions and relationship building between different community groups;
- Sharing – Promoting common aspirations and experiences between different people;
- Protecting – Activities that promote crime prevention and community safety, and
- Healthier – Activities and projects that promote health and wellbeing

The crucial practical element involves the rollout of a series of community-facing projects designed to encourage different community groups to interact and get to know each other. The Corporate Diversity Advisor will work with services, both internal and external, to produce and develop cohesion-related projects across the borough and within available resources. An initial list of projects will be contained in an update report due in April 2019.

The Community Cohesion Strategy 2018 - 2022 is a four-year plan. The action plan will be refreshed annually. The strategy is due to be refreshed by March 2022.

For further information, please contact Vernal Scott, Corporate Diversity Advisor by email to diversity@haverling.gov.uk or vernal.scott@haverling.gov.uk

To read the full strategy, please see here:

<http://democracy.haverling.gov.uk/documents/s33666/Cab%20Appendix%20A%20-%20Community%20Cohesion%20Strategy%20LB%20Sept%202018.pdf>

Objectives and recommendations

Objective 1. Understanding the needs of Havering's diverse communities

The London Borough of Havering comprises of different individuals, and in parts of the community, there are pockets of cohesion. However, from my observation, the Council has a long journey ahead to achieving its 'One Havering'.

Certain groups feel detached from the Council, and the wider community, this is due to their negative experiences. It is vital, that as a local authority, we do better to reach out to disengaged silo communities, understand their needs, and identify solution.

Action

1. Develop a 'One Havering' annual conference
 - *Bring together residents in order for them to truly have their say with no filter. Council should publish feedback and action*
2. Annual equality and diversity residents survey
 - *Council will commit to act upon equalities and diversity findings*
3. Create an Equality Community Fund
4. Refresh the membership on our boards, panels and forums to include under-represented groups
 - *Individuals we wouldn't usually think of, ask or may not participate, should be our first option and have a seat at the table*
 - *Hidden communities should always be part of decision-making*
 - *Councillors and Staff should be bold, and speak out when the profile of participants does not reflect the diversity of Havering*
5. Engage beyond the usual representatives: BME Forum, Havering LGBT+ Forum, Faith Leaders, H.A.D and the Youth Council
 - *The London Borough of Havering has become too comfortable with the above representatives;*
 - *and at times does not try to reach out to new people*
6. Appoint a Member Champion for Equality and Diversity from the Community
 - *A resident should also be appointed to work together with the Councillor and staff member*
7. Improve how our consultations are held and commit to having the input of under-represented groups – a target should be set, and reviewed
 - *The Council has held some consultations in poorly, such as the Regeneration of 12 estates and the Council Tax Reduction changes*
 - *Low engagement and the same people providing feedback*
 - *People being consulted late in the process, or told to provide views on what will happen – is not consultation*
 - *Share widely a forward plan of consultations with our stakeholders: educational establishments, businesses, faith establishments, unions etc to enable greater participation*
 - *Develop and publish its a 'hard to reach' Consultation Toolkit*

Objective 2. Removing barriers to accessing Council's services

Removing barriers to our services and closing equality gaps should be the Council's aim. For this to be achieved, The London Borough of Havering must stop reacting to the symptoms and attempt to tackle the root causes of inequality.

There can be no more excuses, such as the 'service has fallen short' – when it continuously happens. Instead, we must be honest, self-evaluate and challenge ourselves to change.

We are only failing as an organisation if we do not review our procedures or process to ensure that other services users do not experience the same problem when accessing our services.

Action

1. Review the local offer/directory
 - *Residents don't know what support is there*
2. Review Corporate Complaints Policy and Procedure/departmental complaints procedures
3. Self-evaluate, self-evaluate and self-evaluate
 - *What went wrong and how can we change??*
 - *If it happened once, it should not happen again.*
4. Review the times and days we run our services, including public meetings, events, programmes and panels
 - *I have met residents who have been unable to participate due to the times and days certain Council services are run*
 - *Flexibility is key*
5. Give more notice and choose accessible/appropriate venues for all
 - *One-week notice is not enough notice*
 - *Venues with good transport links, parking or within walking distance*
6. Provide information about services in accessible formats, different languages and through various channels (partners too)
 - *Detached youth workers stated that non-English speaking residents had to find people to read Council material provided to them*
 - *Many consultations and information in Havering are only accessible online – we must widen the channels we present information*
 - **Can we use the following more?**
 - visual impairments** – audio, audio description, Braille, Moon, telephone
 - learning disabilities and literacy difficulties** – audio, audio description, easy read, easy access, Makaton, subtitles
 - hearing** – British Sign Language, Makaton, subtitling, textphone, SMS
 - co-ordination difficulties** – large print, audio, audio description, telephone
7. Create or promote the translation and interpreting service
 - *No information on the Council website regarding the above*
8. All Council buildings, including housing estates should be altered to be accessible for all
 - *If anything is missing or broken – then fix it immediately*
9. Working with our stakeholders to help people become digitally savvy
 - *Customer Access Strategy*
10. Less use of jargon, simple and plain English
11. Review the Council's website and make it user friendly

Objective 3. Promoting Community Relations, diversity and Civic Pride

All local authorities face issues which are deep rooted and undermine cohesiveness. Unfortunately, in the current climate, where there are budgetary constraints, Councils do not have all the power to help address them.

The Council needs to work smarter, and effectively use its communication channels to drive forward the cohesion agenda. This can be done by the promoting, advocating and sharing of all community relations, diversity and civic pride.

Action

1. Identify and share wider community events, meetings, panels etc
 - *Put staff and community events in Councillors calendar briefs and encourage them to share it*
 - *Reach out to new groups, religious establishments and schools, business, our partners etc and find out what is happening*
2. Create an Equality and Diversity page on Havering's website
 - *We are the only London Borough not to have a page on our website with all information relating to community cohesion, equality and diversity*
3. Review and refresh of internal and external Communications
 - *We do not use our communication channels effectively, we somewhat shy away from certain diversity and equality posts*
 - *The Communication Team should be promoting our residents, workforce and partners rather than elected officials - a page spread of the GLA member in Living is not an effective use of our resources. More promotion of residents and our workforce – then elected officials*
 - *Better use of our social media channels to promote community relations, our diverse Havering and Civic Pride*
 - *Revamp of 'Living' Havering's magazine and ensure everyone receives it*
 - *Bolder campaigns focussed on equality and diversity to be rolled out on different channels*
 - *The use of different languages and formats to engage with a wider audience*
 - *Ensure information on Havering's website is improved, accurate and up-to-date*
 - *Improve crisis communication strategy*
 - *Create a diversity and equality calendar*
4. Diverse content throughout the organisation
 - *We must question whether are content is representative of havering*
 - *White, male and old? – change it. We should use pictures and videos of all different people*
5. Actively invite under-represented groups to be involved in programmes, events, meetings etc and share their experience
6. Articulate issues and stand up to hate crime
 - *Work closer with the police and other partner agencies to articulate problems as and when we see them*
7. Bring to life new community projects and review their success and outcomes:
 - *Pride in Havering Campaign*
 - *100 Diverse Lives*
 - *Meet My Neighbours*
 - *Mentoring for Success*
 - *Skill Swap*
 - *Good Citizen Programme*
 - *Report It!*
 - *Havering Voices Choir*
 - *Creative Havering;*
 - *Sporting Buddies*

- *You and Me Diversity Challenge*
 - *Community programmes to engage young people away from gangs, radicalisation, and criminal activity*
8. Start from young: work closely with all educational establishments in the Borough
 - *Develop a Havering Good Citizen Charter*
 9. An annual Equality and Diversity Infographic, report or video on our success
 10. Ensure that throughout the community and wider, such as partners, buy-in to the cohesion agenda and sign-up to our Havering Good Citizen Charter
 11. Review and refresh the Council website
 - *Make the website user friendly*

Objective 4. Embed equalities into business as usual, and Improve the life chances for all, particularly for the most vulnerable

Equality and diversity should not be at the back of our mind, or merely a tick box exercise. Throughout the Council it should be second nature to ensure that processes, procedures, and systems work for everyone, regardless of identity, characteristics, or circumstances.

At the moment we are developing, and the Council needs to become bolder and braver. Everyone must challenge what they hear or see at all levels, across all services and functions.

‘One Havering’ will only be achieved when equality and diversity is embedded into every service, decision, policy, transaction, and interaction.

Action

1. Meetings, forums, panels and discussions should always have an element of equality and diversity
 - *Look around the room is it representative of our diverse Havering?*
 - *Have we mentioned potential inequalities during our discussion and how we will tackle it?*
2. Increase the reporting of hate crime and all forms of discrimination
3. Relevant Equality and Diversity training to be rolled out to Council partners
4. Better Equality and Health Impact Assessments (EqHIA)
 - *Review of EqHIA to ensure any impact has been addressed*
 - *Publication of all EqHIA*
 - *All reports presented to members must include EqHIA – no more at a later stage. If a decision is being made at that meeting, whether it is in principal or final, then an EqHIA must be included for members consideration*
 - *A consist way of producing EqHIA – some are completed in depth, while others lack information*
5. The Equality and Social Inclusion implications must be completed for all reports
 - *No more copying and pasting of the standard Equality Act 2010 duty lines*
(5 & 6 should be an essential part of each project and not seen as a ‘bolt on’ at the end of a project.)
6. A commitment to reduce the gap for those groups which are vulnerable, or are performing below their peers
 - *Reduce the number of children living in poverty, after household living costs*
 - *Continue to work with partners to improve all health outcomes, physical and mental, in vulnerable and minority groups*

- *Actively promote apprenticeships, including at higher level, to young people and adults looking to re-train as well as to employers*
- *Regeneration works should 100% involve the local communities, to ensure proposed developments preserve or enhance local social, historical, cultural, environmental, and economic characteristics of the local area*

8. Establish a public diversity data hub and

- *Like the following <https://www.ethnicity-facts-figures.service.gov.uk/>*
- *A comprehensive Data Hub which will reflect all the 'Protected (Equality) Characteristics' and much more. All departments will be required to collect and populate data systems and will act on findings.*
- *Gain further information on our LGBT+ and faith communities - To have limited data on our LGBT+ community in 2019 is shocking*
- *Collaborate and share data with partners to drive wider improvements in the borough*

9. Havering Data Intelligence Hub should be kept up-to-date

- *the data hub has outdated stats and it is important the we have accurate information to help us to understand the needs of our increasingly diverse borough*

Objective 5. Develop a diverse workforce (both staff and Councillors) that can respond to the needs of all our customer

The London Borough of Havering should be a workforce that resembles the community in which it operates. We must have a workforce which feels supported, included and and confident to meet the needs of our diverse customer base.

We cannot ignore the voices of our frontline employees who interact with our customers daily and are instrumental in achieving our mission statement. There should be no us and them throughout the organisation and Havering.

Action

1. Incorporate how the national 'become a Councillor'
 - *Representation as it currently stands is poor – not enough women, BAME, young, LGBT or people with disability*
 - *Encourage residents to step into elected positions*
2. Invest in the Corporate Diversity Team
 - *Currently the team is only on Council Officer, Vernal Scott*
 - *We can not rely solely on volunteers and pulling staff from other responsibilities to focus on this agenda*
 - *Council should commit to hiring experts in this field to support the Corporate Diversity Advisor*
3. Make sure that all parts of the community are aware of Council job opportunities
 - *Share on communication channels*
4. Review and refresh of complaints procedure for Councillors and staff
 - *The Council must work better to deal with all complaints of discrimination*
 - *Provide complaint feedback to alleged victims*
 - *Clear information on support or how to raise concerns for both Councillors and staff*
5. Improved mental health support for both Councillors and Staff
6. Publish an annual workforce equalities report
 - ***We are the only London Borough to not publish our workforce data online – many local authorities have even been doing this for year***

7. Diversify the Senior Leadership Team
8. Publish a Gender Pay Gap Report for 2018/19 + *(Ethnicity Pay Gap)*
 - *When will the Gender Pay Gap Report be published?*
 - *Investigate and address gender pay gaps within the workforce and be transparent about gaps that are identified, reporting and publishing findings as per the regulations of the Equality Act 2010.*
 - *Although there is currently no legal requirement to publish ethnicity pay reports, in the interests of transparency to ensure that we identify and address any barriers to entry and progression within the Council, we should publish an ethnicity pay data for the first time*
9. Review and if necessary refresh all HR policy, strategy and recruitment
 - *Equality in Employment Policy*
 - *Corporate People Strategy - vision for the workforce of the future*
 - *incorporate equality and diversity in the staff induction programmes/packs*
 - *Reduce the number of interim staff – we need retention and people who are committed to our Borough*
 - *Promote within*
 - *Where appropriate, take ‘positive action’ to improve recruitment and retention of under-represented groups*
10. Staff surveys/consultation conducted on key changes, should be included in Councillors report
 - *Staff have told me that too often they are left out the loop and not involved in the decision making. In fact, they find out more information from the news, residents than their own team leaders, managers or SLT*
 - *We look at how the decisions will impact our residents, but what about our staff?*
 - *Ensuring that any impacts arising from our change or restructuring programmes are identified and appropriate mitigating actions put in place*
 - *Ensure good engagement with staff about transformation programmes and the implications for service delivery and individual roles is done well in advance*
11. Training, Training and Training
 - *Offer training to enable managers and staff to incorporate E&D considerations in their work practices*
 - *Special training on offer to staff to enhance their skills and knowledge*
12. Incorporate a flexible, better and comfortable way of working for our staff
 - *In cooperate faith rooms in all Council buildings*
 - *If appropriate, allow staff members to work remotely*
 - *Refresh of IT and accommodation*
 - ***What else can we do to make staff happier?***
13. Appoint a colleague as a Champion for Equality and Diversity
 - *We should have a Council Member, resident and staff working together*
 - *Raise equality-related issues with their staff and senior colleagues*
 - *Every department must understand the vision and how to achieve it – training is not enough*
14. Create a Staff Diversity Forum or networks
 - *With their own budgets*
15. Achieve
 - *Meet the Mayor of London’s Healthy Workplace Charter Standard at Excellence level*
 - *Become an accredited ‘Disability Confident’ employer - Department for Works and Pensions*
 - *Excellence level of the Equality Framework for Local Government*
 - *Work closely with Stonewell*
16. Inclusive Elected Members

- *discussing issues of under-representation with the local political parties responsible for nominating candidates*
- *Encourage other residents to run independently as Councillors*
- *Attending events is one way to show our support, but it is not enough.*
- *When members Actively challenge inequalities at ward level*
- *Monitor the Council's equality and diversity performance*
- *Offer inclusive and accessible surgeries by making everyone feel included, valued and respected*
- *Role model inclusive, respectful behaviour*
- *Support and consult with different community groups*
- *Encourage interactive community relations*
- *Attending Equality and Diversity training*

Conclusion

The evolving demographics and cultural norms of Havering now include diverse families, individuals, community groups and lifestyles. With the level of planned regeneration across the borough it is expected that this diversity will continue to increase. As stated before, the borough's increasing diversity will bring new opportunities and challenges, such as providing high quality services in a climate of greatly reduced budgets, to new service users.

The London Borough of Havering must invest now to start understanding its diverse communities, and identify solutions to tackle ill-informed comments, negative stereotyping, financial exclusion, discriminatory practices, long-term unemployment, poor housing, poor education, and misplaced assumptions about "other people."

There is a real risk that if Council does not set the tone, then other objectionable voices, may seek to do so, and in turn, weakening our pockets of community cohesion, and cause further issues. Although, the task is complex, many local authorities have embraced their change and found ways to bring new and old communities together.

I would urge the Councillors, staff, partners and residents to engage with the 'One Havering' vision and be champions of equality and diversity.