

Consultation

The original pledges are set out below, and were subject to the public consultations as set out in the report.

CROYDON RACE MATTERS PLEDGE



As an organisation we commit to:

1. Listening and developing an understanding of the experiences and needs of African, African Caribbean/American/Latin employees, service users and customers, and use this to challenge persistent structural and institutional racism
2. Providing and encouraging staff to take training and do things to improve knowledge of race
3. Having a fair recruitment process which looks at people's ability to do the job rather than their race
4. Providing more opportunities for people of African, African Caribbean/American/Latin heritage to develop themselves and their career
5. Encouraging and promoting good relations between those who share the same background and those who don't

CROYDON RACE MATTERS PLEDGE



As an individual I commit to:

1. Embrace, value and celebrate the diversity of our community
2. Learn about Race by either reading, listening to podcasts, watching videos and attending events
3. Take opportunities to learn and share knowledge about African, African Caribbean/American/Latin history, cultures and matters affecting these communities
4. Encourage and promote good relations between those who share the same background and those who don't

CROYDON EQUALITIES PLEDGE



As an organisation we commit to:

1. Encouraging the promotion of equality, diversity and inclusion in our organisation
2. Listening to and developing an understanding of the experiences and needs of those from underrepresented groups, using the information to make the workplace more accessible and inclusive
3. Having a fair recruitment process which looks at people's ability to do the job rather than a person's race, color, sex, age, national origin, religion, genetic information, disability etc
4. Reviewing the diversity of our organisation's workforce so it reflects the Croydon community at all levels, setting goals to address any improvements needed
5. Encouraging and promoting good relations between people from different backgrounds
6. Embracing, valuing and celebrating the diversity of our community
7. Sharing good equality practice and improving equality outcomes by monitoring the different equality groups in our workforce, using the information to identify how well groups are progressing
8. Addressing and challenging all forms of bullying, harassment and discrimination in a timely manner
9. Measuring and sharing our equality progress and success with staff and others

CROYDON EQUALITIES PLEDGE



As an individual I commit to:

1. Embrace, value and celebrate the diversity of our community
2. Share good examples of equality in action by looking at day-to-day issues from another group's shoes
3. Stand up to bullying and harassment where you work, volunteer or shop by challenging unacceptable behaviour if and when you see it?
4. Encourage and promote good relations between those who share the same background and those who don't
5. Learn about equalities by reading, listening to podcasts, watching videos and attending events

Consultation One (July-August 2021):

1. Demographics:

2. Which of the following best reflects how you would describe your gender identity?

More Details

Male	21
Female	59
Non-binary	1
Prefer not to say	1
Other	0



We defined sex as identifying with either female or male. We defined gender as being subjective enabling individuals to self-construct how they perceived their own identity.

3. What is your sexual orientation?

More Details

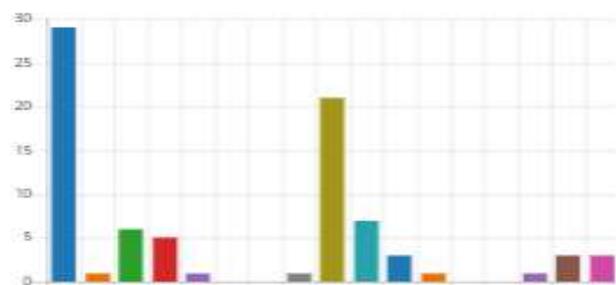
Bi/bisexual	3
Gay/lesbian	3
Heterosexual/straight	72
Prefer not to say	3
Other	1



4. What is your ethnicity? (if your ethnicity is not shown please provide in "Other")

More Details

White- British	29
White- Irish	1
Any other White background	6
Asian- Indian	5
Asian- Pakistani	1
Asian- Bangladeshi	0
Asian- Chinese	0
Any other Asian background	1
Black- Caribbean	21
Black- African	7
Any other Black background	3
Mixed- White and Black Carib...	1
Mixed- White and Black African	0
Mixed- White and Asian	0
Mixed- Any other mixed back...	1
Prefer not to say	3
Other	3

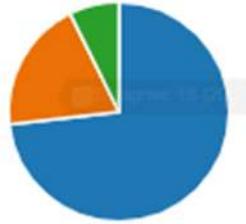


2. Responses to Principles of the Race Pledge

10. Do you agree or disagree with the principles of the Croydon Race Matters Pledge?

[More Details](#)

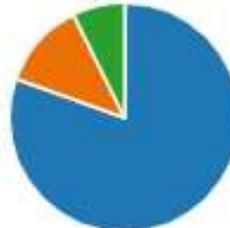
● Agree	60
● Disagree	16
● Don't know	6



23. Do you agree or disagree with the principles of the Croydon Equalities Pledge?

[More Details](#)

● Agree	66
● Disagree	10
● Don't know	6



3. Responses to Principles of the Equality Pledge

23. Do you agree or disagree with the principles of the Croydon Equalities Pledge?

[More Details](#)

● Agree	66
● Disagree	10
● Don't know	6



The below is a summary of the key feedback themes and response:

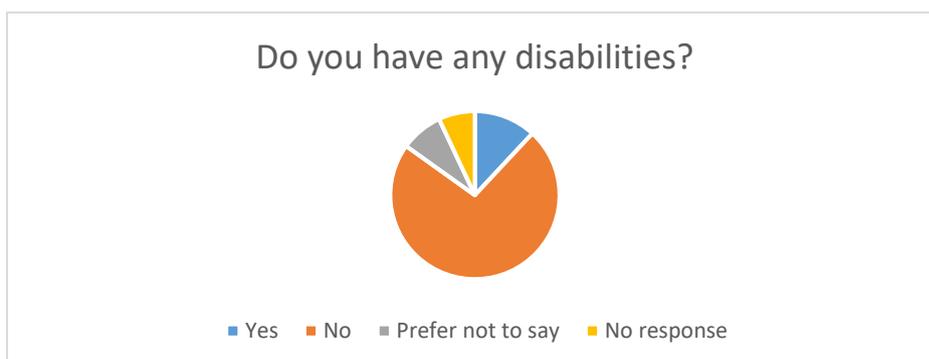
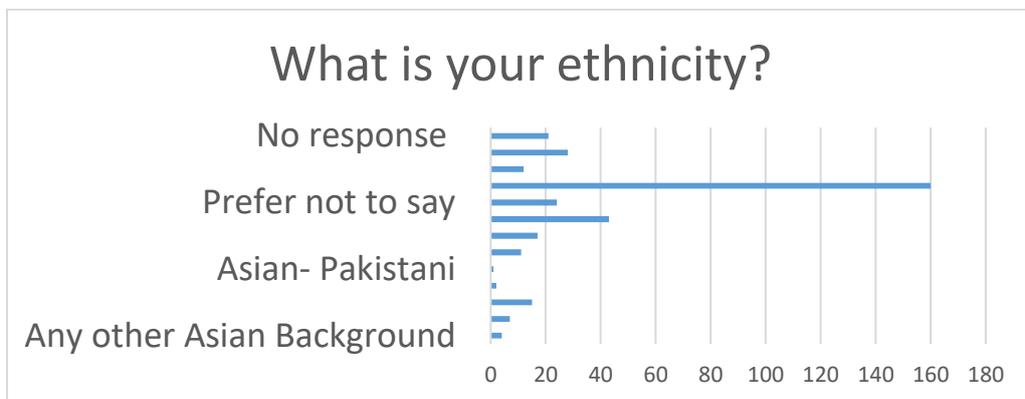
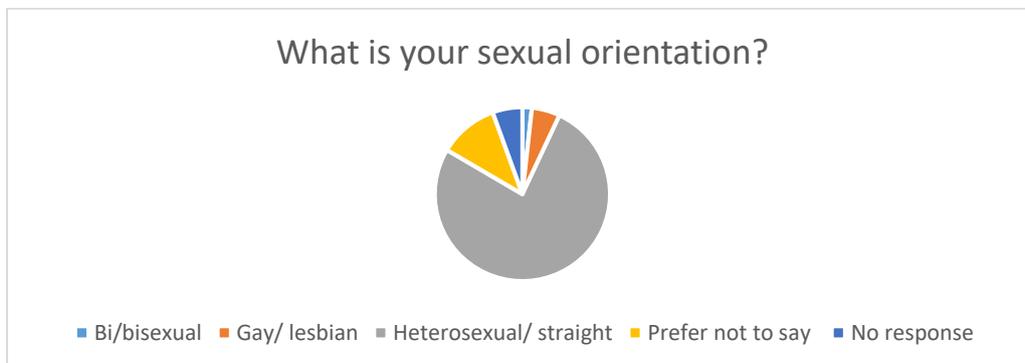
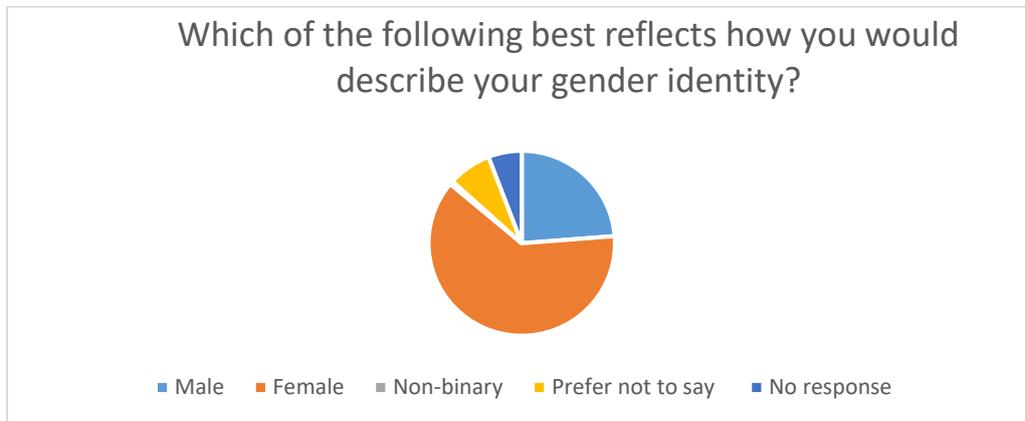
Consultation Feedback	Response
Too slow in taking action	It is acknowledged that significant time has passed since the development of the pledges. However, this has been in the context of responding to a global pandemic.
Denying the existence of racism	The Council have acknowledged racism in the organisation and wider society. During 2020, we commissioned a review of the Children Families and Education Directorate, following historic allegations of racism. The review was the first of its kind at the Council. The review produced a clear action plan for the division which we will cascade throughout the organisation.
Virtue signalling	<p>Tackling inequality is one of the Council's core strategic priorities.</p> <p>Under section 149 of the Equality Act 2010, local authorities must, in the exercise of their functions, have due regard to the need to:</p> <ul style="list-style-type: none"> (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. <p>In meeting this duty, Croydon Council utilises equality information as part of our business case in the delivery of Council services, by procuring services from a diverse range of organisations and encouraging our suppliers to promote recruitment in the local community to enhance employment opportunities for local people.</p>
Educating people by teaching colonialist and pre-colonialist history accurately.	The Council will update the equality information that we share on our intranet site during 2022. This will include signposts to equality educational events in the borough
Intersectionality - Disabled black people	The Council has a number of staff Network Groups and the Equality, Diversity & Inclusion Internal

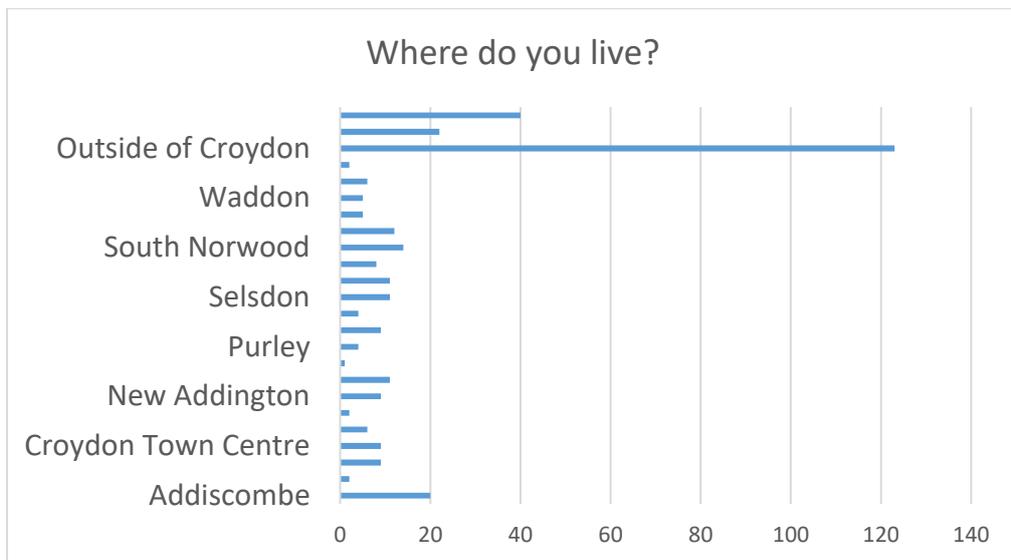
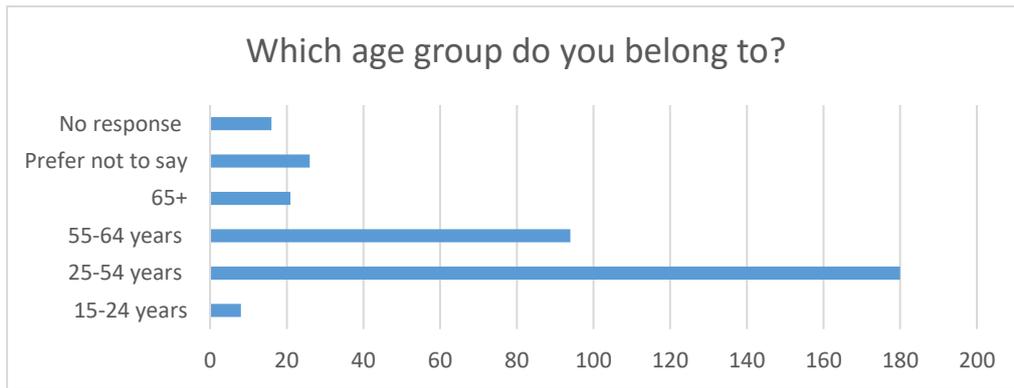
Consultation Feedback	Response
	Control Board that work together to consider intersectional issues.
Less wordy plain English	Changes were made to the survey prior to the second consultation to address the needs of people who do not have English as a first language or have literacy challenges.
Engagement of black parents	A representative of the Children Families and Education Directorate is part of the Council's EDI Internal Control Board. The Council also has close communication with schools who promote equality through the School Curriculum Group
Input in co design	Both pledges were co-created with community organisations. Community representatives will attend the EDI Internal Control Board to enable the community voice to have an impact on plans and progress.
Section on race on the intranet	A review of equality information on the Council's internet and intranet is scheduled.
Internal issues first	A Culture Change strategy is being finalised and will address internal challenges which along with the EDI strategy will be managed by the EDI Internal Control Board.
Confusion about both pledges	The differences between the two pledges will continue to be communicated and explained, including the rationale and context for their development It is proposed that the Race Matters Pledge be renamed the George Floyd - Race Matters Pledge – which will give a context and a time link to the pledges and provide greater clarity
Providing training on anti-racism	Information on race issues will be included on the Council's website including signposting to other sources of support.
Equality policy	The Council's Equality policy is under review and through the pledges, encourage other organisations to do the same.
Positive action is against inclusion	The Council will use Positive Action where data indicates that there is a need and consider it to be

Consultation Feedback	Response
	the best cause of action, and is in compliance with S149 of the Equality Act.
Racial Hatred expressed during the survey	These responses demonstrated the continued need to make Croydon free from racism and other forms of discrimination.
The Race Pledge is for one ethnicity and should include all groups including Asian people and White People	<p>The Council made a commitment to staff and residents to address systemic racism against the African, African Caribbean and African Latin communities following the murder of George Floyd in 2020. The Equalities Pledge addresses all other ethnicities and equality characteristics.</p> <p>In taking this approach, the Council is not suggesting that other parts of the community have not suffered from racism, but the pledge is intended to provide particular focus following the engagement with staff and community groups during the Black Lives Matter protests.</p> <p>It is therefore recommended that both pledges are retained.</p>
The survey was too long	The survey was reviewed, with fewer examples and alternate layout of the questions to reduce the completion time for each respondent

Consultation Two (October-November 2021):

1. Demographics:



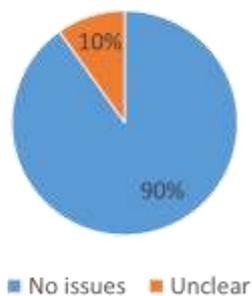


2. Responses to Principles of the Race Pledge

Race Matters Pledge- for Individuals:

We asked- Is there anything in this pledge that's difficult to understand? If so, please tell us which part and your suggestions for how we could make it clearer:

Respondents understanding of the Race Matters pledge (for individuals) by percentage



Race Matters Pledge- for Individuals:

Suggestions to make the Race Matters Pledge clearer:

Tag	Description	Number of respondents	Percentage out of total respondents
Content+	The respondent suggested that something should be added e.g. reference to Asian communities	35	10.14%
Specific-	The respondent suggested that the pledge should be less specific.	31	8.99%
Language	The respondent suggested wording change; something might not be understandable; punctuation mistake.	18	5.22%
Accessibility	The respondent suggested that the current format might not be easily accessible for everyone.	7	2.03%
Content-	The respondent suggested that something should be deleted.	2	0.58%
Specific+	The respondent suggested that the pledge should be more specific.	1	0.29%
Change	The respondent queried the change the pledge will make in terms of lived experience.	1	0.29%

Race Matters Pledge- for Individuals:

We asked- Is there anything missing from the pledge?

Tag	Description	Number of respondents	Percentage out of total respondents
Other Ethnic groups	The respondent felt the pledge should include other Ethnic Groups such as the Asian Community and/ or White people.	94	27.25%
Challenge inequality	The respondent felt the pledge should include actively challenging racial discrimination, bias/ being antiracist.	16	4.64%
Listening to the voices of others	The respondent felt the pledge should include face to face challenging conversations, particularly when issues of inequality are raised.	13	3.77%
Respecting others	The respondent felt the pledge should include the importance of respecting other cultures.	8	2.32%
Integration	The respondent felt the pledge should emphasize what we have in common and coming together as Croydon residents.	7	2.03%
Intersectionality	The respondent felt the pledge should address intersectionality e.g. racism and disabilities/ sexuality/ gender.	7	2.03%
History	The respondent felt the pledge should include more about history/ the teaching of race related issues.	6	1.74%

Race Matters Pledge- for Individuals:

CONTINUED...

Tag	Description	Number of respondents	Percentage out of total respondents
Monitoring Framework	The respondent queried how the aims of the pledges will be measured and recorded.	6	1.74%
Understanding of difference	The respondent felt the pledge should include the understanding of cultural difference.	5	1.45%
Language	The respondent indicated issues of understanding the pledge.	5	1.45%
Promoting the pledge	The respondent felt the pledge should include a commitment to share the pledge with friends/ family.	3	0.87%
Change	The respondent felt the pledge requires clarity on what change it will produce.	2	0.58%
Training	The respondent felt the pledge should include staff training in order to learn about other cultures.	2	0.58%
Accessibility	The respondent felt the pledge format should be more accessible e.g larger font, not white against black background.	1	0.29%

Race Matters Pledge- for Organisations:

Suggestions to make the Race Matters Pledge clearer:

Tag	Description	Number of respondents	Percentage out of total respondents
Specific-	The respondent suggested that the pledge should be less specific.	32	9.28%
Content+	The respondent suggested that something should be added.	27	7.83%
Language	The respondent suggested wording change; something might not be understandable; punctuation mistake.	18	5.22%
Accessibility	The respondent suggested that the current format might not be easily accessible for everyone.	8	2.32%
Specific+	The respondent suggested that the pledge should be more specific.	4	1.16%
Change	The respondent queried the change the pledge will make in terms of lived experience.	4	1.16%
Content-	The respondent suggested that something should be deleted.	3	0.87%
Monitoring Framework	The respondent queried how the aims of the pledges will be measured and recorded.	1	0.29%

Race Matters Pledge- for Organisations:

We asked- Is there anything missing from the pledge?

Tag	Description	Number of respondents	Percentage out of total respondents
Other Ethnic groups	The respondent felt the pledge should include other Ethnic Groups such as the Asian Community and/ or White people.	69	20.00%
Change	The responded felt the pledge requires clarity on what change it will produce.	13	3.77%
Language	The respondent indicated issues of understanding the pledge.	11	3.19%
Challenge inequality	The respondent felt the pledge should include actively challenging racial discrimination, bias/ being antiracist.	8	2.32%
Listening to the voices of others	The respondent felt the pledge should include face to face challenging conversations, particularly when issues of inequality are raised.	6	1.74%
Monitoring Framework	The respondent queried how the aims of the pledges will be measured and recorded.	6	1.74%
Representation	The respondent felt the pledge should include a commitment for the Council and other organisations in Croydon to be representative of the population they serve.	6	1.74%

Race Matters Pledge- for Organisations:

CONTINUED...

Tag	Description	Number of respondents	Percentage out of total respondents
Intersectionality	The respondent felt the pledge should address intersectionality e.g. racism and disabilities/ sexuality/ gender.	5	1.45%
Accessibility	The respondent felt the pledge format should be more accessible e.g. larger font, not white against black background.	4	1.16%
Understanding of difference	The respondent felt the pledge should include the understanding of cultural difference.	3	0.87%
Training	The respondent felt the pledge should include staff training in order to learn about other cultures.	3	0.87%
Integration	The respondent felt the pledge should emphasise what we have in common and coming together as Croydon residents.	2	0.58%
Respecting others	The respondent felt the pledge should include the importance of respecting other cultures.	1	0.29%
History	The respondent felt the pledge should include more about history/ the teaching of race related issues.	1	0.29%

3. Responses to Principles of the Equality Pledge

Equalities Pledge- for Individuals:

Tag	Description	Number of respondents	Percentage out of total respondents
Specific-	The respondent suggested that the pledge should be less specific.	32	9.28%
Content+	The respondent suggested that the pledge should be expanded by e.g. protected characteristics, and monitoring framework.	27	7.83%
Language	The responded suggested wording change; something might not be understandable; punctuation mistake.	18	5.22%
Accessibility	The respondent suggested that the current format might not be easily accessible for everyone.	8	2.32%
Change	The respondent queried the change the pledge will make in terms of lived experience.	5	1.45%
Content-	The respondent suggested. that something should be deleted.	3	0.87%
Specific+	The respondent suggested that the pledge should be more specific.	4	1.16%

Suggestions to make the Equalities Pledge clearer:

Tag	Description	Number of respondents	Percentage out of total respondents
Implementation	The respondent indicated that the pledge should focus more on implementation, including promotion, training, monitoring framework, and impact.	31	8.61%
Language and accessibility	The respondent indicated that the pledge is too long – harder to read. Additionally, the pledge should be supported by relevant examples.	17	4.93%
Approach to inequality	The respondent indicated that the pledge should address all protected characteristics groups. The pledge should also focus on intersectionality, should challenge inequality, and address institutional racism.	12	3.48%
CRT	The respondent indicated that the pledge should not be based on CRT.	2	0.56%
Rethinking	The respondent indicated that the pledge should be reconsidered.	1	0.28%
Specific+	The respondent indicated that the pledge should be more detailed and specific.	2	0.56%

Equalities Pledge- for Organisations:

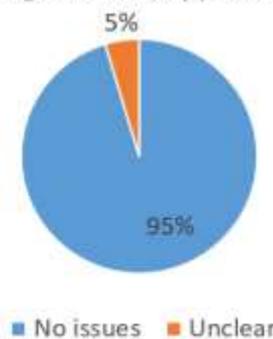
Suggestions to make the Equalities Pledge clearer:

Tag	Description	Number of respondents	Percentage out of total respondents
Language	The respondent suggested that wording change; something might not be understandable; punctuation mistakes.	14	4.06%
Content+	The respondent suggested that the pledge should be expanded by e.g., protected characteristics, fair recruitment ideas.	9	2.61%
Accessibility	The respondent suggested that the current format might not be easily accessible for everyone.	5	1.45%
Specific+	The respondent suggested that the pledge should be more specific.	5	1.45%
Content-	The respondent suggested that certain commitments should be either removed or merged.	3	0.87%
Change	The respondent queried the change the pledge will make in terms of lived experience	2	0.58%
Implementation	The respondent suggested that the implementation of the pledges should be included.	1	0.29%
Order	The respondent suggested that the order of the commitments should be reconsidered.	1	0.29%

Equalities Pledge - for Organisations:

We asked- Is there anything in this pledge that's difficult to understand? If so, please tell us which part and your suggestions for how we could make it clearer:

Respondents understanding of the Equalities Pledge (for organisations) by percentage



Equalities Pledge- for Organisations:

Suggestions to make the Equalities Pledge clearer:

Tag	Description	Number of respondents	Percentage out of total respondents
Language	The respondent suggested that wording change; something might not be understandable; punctuation mistakes.	14	4.06%
Content+	The respondent suggested that the pledge should be expanded by e.g., protected characteristics, fair recruitment ideas.	9	2.61%
Accessibility	The respondent suggested that the current format might not be easily accessible for everyone.	5	1.45%
Specific+	The respondent suggested that the pledge should be more specific.	5	1.45%
Content-	The respondent suggested that certain commitments should be either removed or merged.	3	0.87%
Change	The respondent queried the change the pledge will make in terms of lived experience	2	0.58%
Implementation	The respondent suggested that the implementation of the pledges should be included.	1	0.29%
Order	The respondent suggested that the order of the commitments should be reconsidered.	1	0.29%

Equalities Pledge- for Organisations:

We asked- Is there anything missing from the pledge?

Tag	Description	Number of respondents	Percentage out of total respondents
Implementation	The respondent suggested that the pledge is missing an implementation framework.	17	4.93%
Language and presentation	The respondent indicated issues of understanding the pledge, order of the commitments, and lack of examples.	16	4.64%
List of protected characteristics	The respondent indicated that the pledge should include some or all protected groups.	15	4.35%
Monitoring Framework	The respondent queried how the aims of the pledge will be measured and monitored.	12	3.19%
Listening to the voices of others CRT	The respondent felt the pledge should increase face to face challenging conversations, particularly when issues of inequality are raised.	4	1.16%
	The respondent indicated that the pledge should not be based on CRT.	3	0.87%
Challenge Inequality	The respondent felt the pledge should include actively challenging racial discrimination and bias.	2	0.58%
	The respondent felt the pledge requires clarity on what change it will produce.	1	0.29%
Change Rethinking	The respondent indicated that the pledge should be reconsidered.	1	0.29%

The below is a summary of the key feedback themes and response (not already covered in the first consultation response above):

Consultation Feedback	Response
There are issues with the wording and language of both pledges	Further changes have been made to use plain English and address issues of spelling, wording and language
<p>The Race Matters Pledge should contain references to being anti-racist and challenging bias</p> <p>The Race Matters Pledge should include details of challenging inequality face to face where it arises and having conversations with others about inequalities where possible</p>	This is supported and will be incorporated into the pledge
The Race Matters Pledge should include reference to respecting other cultures and the Croydon community coming together	This is supported and will be incorporated into the pledge
The Race Matters Pledge should make reference to educating staff and others on cultural awareness	<p>This is supported and will be incorporated into the pledge.</p> <p>The Council aim to educate staff about other cultures and will utilise the Race Equality Staff Network to do this further.</p>
The Race Matters Pledge should detail the monitoring framework	Reference will be made to how the pledge will be monitored, however, the consultation also identified the need to simplify the pledges. Therefore, it is recommended that the monitoring arrangements (as set out in the report) are not included in the pledges themselves.
The Race Matters Pledge should make reference to a workforce to reflect the community for all organisations	This is supported and is already an objective in the Council's strategy.
The Pledges should make reference to their implementation	This will not be detailed in the Pledges themselves, but will be provided through the launch of the pledges.

Consultation Feedback	Response
The Equalities Pledge should make reference to all protected characteristics	This is supported and will be incorporated into the pledge.
The pledges should not make reference to Critical Race Theory	The pledges acknowledge the problems experienced by the African/African Caribbean and African Latin and other heritages globally and in the UK, as a result of systemic and institutional racism and have developed the Race Matters Pledge to address this.
The pledges are too long	The pledges have been amended to be as succinct as possible whilst retaining all key elements
The pledges need more examples	Supporting information will be provided via other communication channels including additional details on our website and promoting best practice from across the community.
Some commitments need to be removed and the order of the commitments needs changing	Changes have been made to both the commitments and the order of the commitments