Report for: Overview and Scrutiny Committee -17th March

Title: Fairness Commission implementation update

Report

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Ward(s) affected: All Wards

Report for Key/

Non Key Decision: Non Key Decision

1. Introduction

- 1.1. The Council and its partners are dedicated to making Haringey a fairer and more equal borough.
- 1.2. The Haringey Fairness Commission was established in July 2018, with the aim of better understanding the causes of unfairness and inequality in the borough through conversations with residents and other local stakeholders and developing practical recommendations for how the council and partners can tackle inequality and work to better support residents, communities and businesses in Haringey.
- 1.3. The Commission published its <u>final report and recommendations</u> on February 27th, 2020, shortly before the start of the Covid-19 pandemic. This report set out a series of recommendations for the council, Mayor, national government and partners; including the police, voluntary community sector (VCS) and schools, designed to affect change and increase equality and fairness across the borough.
- 1.4. At the time, it was anticipated that the Council would publish a full Cabinet report in summer 2020 detailing in full how Commission recommendations would be implemented. This report had to be temporarily delayed due to the resource pressures of responding to the pandemic.
- 1.5. Work to implement recommendations has continued during the pandemic and in some cases has been accelerated in response to it. A <u>progress report</u> on implementation went to Cabinet, 9th March 2021 and further progress report went to Cabinet in July 2021.
- 1.6. In the July 2021 report we emphasised that responsibility for implementation of Fairness Commission recommendations is being embedded into objectives for services across the council.
- 1.7. Appendix 1 sets out updates to progress since July 2021. For recommendations to the Council and its partners, the appendix provides a detailed overview of (a) what has been implemented to date and (b) what will be implemented in the future. Cabinet members agreed the approach to implementing recommendations based on this detail. For the recommendations directed at others, namely national government, schools and the Mayor of London, the appendix provides commentary about progress in the areas addressed by recommendations, including actions taken by the Council and partners which relate to these.

Appendix 1

Fairness Commission recommendations: implementation update

February 2022

The Fairness Commission made recommendations to national and regional government, as well as Haringey Council. The updates in the table below relate to recommendations for Haringey Council.

Cross-cutting recommendations are highlighted in green.

Recommendation number	Full recommendation	First steps	Next steps
Rec #2.	The council should introduce an ethical approach to debt, including introducing ethical debt collections in the borough.	 Ethical Debt Policy Introduced Ethical Debt Reduction Policy and Tackling Debt Strategy. The council's ethical debt collection policy has already resulted in a 60% reduction in the use of bailiffs for residents receiving benefits over the past two years. We no longer use bailiffs for Council Tax arrears for people on very low incomes, who are vulnerable, or facing mental health concerns. See source Council ensures there are services which prevent/alleviates debt I.e., gambling, substance misuse Implementing the Debt Policy and Strategy Created a Local Welfare Assistance Fund known locally as the Haringey Support Fund, to support residents in need of emergency essentials. A Here to Help web page with links to all the support available to residents. 	Implementing the Debt Policy and Strategy - Continue to refine, develop and promote the debt support available in line with national and local trends - Develop and implement more campaigns to target support to residents - Through guidance and training enable more frontline staff to support residents in debt

		 A Financial Support Team in Customer Services who can assist residents in improving their financial situation by understanding the root causes of financial hardship with a focus on maximising their household income and support them to reduce their debts Dedicated benefit maximisation officers who support residents with claiming the benefits they are entitled to. An online benefits calculator which residents can use to see what support they may be eligible for before applying. Worked in partnership with London Capital Credit Union to provide staff and residents with easy ways to save and low interest rate loans Established a Debt and Financial Inclusion Partnership to provide a forum to share information between the council and partners and support a strategic approach to tackling debt and financial hardship 	
Rec #3.	The council and other public sector organisations in Haringey should: a. Recognise the profound and far-reaching impacts of low income, introduce socioeconomic status as a protected characteristic which is considered in decision-making, service design and in Equality Impact Assessments b. Recognise the need for a strong evidence base in policy and decision-making, ensure more and better data collection across different protected characteristics so that a more comprehensive picture of people's life experiences can be built	Socioeconomic status in EqIAs The council is making socioeconomic status a protected characteristic in EqIAs (Equality Impact Assessments). It means that every key policy has to be judged on whether it will benefit poorer residents or not. Haringey is one of just a few councils to do this. See source	Functions Board agreed that the council will now treat socioeconomic status as a 'local protected characteristic.' To support this the council has introduced a new EQIA form and will be undertaking work to build capacity in equalities impact

Rec #4.	The council should ensure parity of esteem in mental and physical health when designing and implementing eligibility.	 The Council is employing person-centred approaches in services to deliver wraparound care which consider both physical and mental health needs Haringey is championing lived experience, valuing service user feedback and service design collaboration Haringey Council encourages accessing support before crisis point through numerous outreach and early intervention programmes Amending service provision, such as training (physical) clinicians and other professionals in mental health screening and brief interventions 	analysis within the organisation Data collection The Council has introduced new Equality Monitoring Guidance which seeks to improve the equalities data we hold for service users and includes proxy questions for socioeconomic status Commissioning recoveryfocused services and interventions which improve overall long-term health Encouraging the integration of mental health support and services with statutory provisions such as schools and the police Addressing the existence of stigma, prejudice and discrimination which can stop those with mental health problems seeking treatment
Rec #5.	The council should work with other public sector employees, partners and businesses in Haringey towards introducing the London Living Wage for their employees. The council should consider incentivising businesses to achieve this by, for example, offering reduced business rates to businesses who receive London Living Wage	Social value requirement in council contracts Contracts for services and supplies now have to consider social value – including whether the contractor is local to the borough and employs local people Council contracts ask suppliers to pay staff London Living Wage See source	Social Value Lease Pilot - Review and consider extending scope of Social Value Leases Inward Investment Strategy - Promote LLW in IIS when developed

	Foundation accreditation and demonstrate payment of LLW.	Social Value Lease Pilot - Rebate on council leases for businesses meeting certain social value criteria including paying LLW	Incentives - Rate relief as an incentive will be explored with finance colleagues - Other potential incentives will be explored with colleagues across relevant services London Living Wage
D 110			- All new contracts over £50k include LLW as a contractual requirement
Rec #6.	The council should ensure that in all interactions with council staff, people feel that they have been listened to and understood, and that council staff in different parts of the organisation have worked together to address their needs.	The council has been developing new approaches to supporting residents in ways that are strengths based, joined up and holistic. Connected Communities	
		Our award-winning Connected Communities programme helps and encourages residents to live their version of a good life.	
		It is based on providing the practical support that residents want across a wide range of issues. The support is based in communities.	
		Financial Support Team The council's new financial support team is providing more proactive and joined up support to prevent residents for getting into debt, maximizing their income, accessing the Haringey Support Fund and other sources of financial support.	

		The Haringey Here to Help web pages are hub for a really wide range of help and support all in one place. - See source Going forward, there is significant work underway to embed the 'Haringey Way' as the way we work. This includes four key ways of working that form the foundations for how we work across the system: early intervention and prevention; integrated working; locality working; and a strengths-based approach.	
Rec #7.	The Council should, recognising the barriers that disabled people face in their day-to-day lives and when accessing public services, adopt the social model of disability (which says that people are disabled by barriers in society, not by their impairment or difference) and ensure that it is reflected across council buildings, service delivery, policy-making and communications.	Disability Action Haringey	
Rec #8.	The council should redesign frontline, customer-facing environments so that they are more welcoming to people using services, reflecting what is important to them (for example, privacy), and ensuring that they are fully accessible to customers with different impairments.	Introduced Customer First - A transformation programme designed to make residents calls and correspondence as quick and simple as possible. See source Created a dedicated social media space for customer services - Haringey has created a dedicated social media channel on Twitter for customer service queries to make it easier for people to contact the council and get a faster response. - See source	Our face-to-face services have been operating under covid safe measures over the last two years. As we move back to more normalized operations consideration of the wider set of issues envisaged in the recommendation can progress.

		Mulberry Junction has been opened as a one-stop shop for services and support for our residents experiencing rough sleeping.	
Rec #9.	The council, partners and other public sector organisations should prioritise embedding dignity and respect for individuals as core values underpinning the delivery of public services across the borough and commit to a culture change, so that residents always feel they are treated with humanity.	 Haringey Disability Rights Organisation created Haringey has created a Disability Rights Organisation to advocate for the social model of disability. See source Chad Gordon autism hub launched Our new autism hub is to be run by people with autism. The Council is taking a 'whole-life' approach to autism and ADHD, joining up services across the council and our partners. See source 	
Rec #10.	The council should ensure that the highest standards of safe, inclusive and accessible design are secured in all new developments, recognising the frustration that disabled people and other residents feel when new local developments and businesses are inaccessible	 Haringey's Local Plan emphasises that a high quality, inclusive and accessible environment benefits the quality of life for residents and visitors. It allows everyone to move around easily and enables residents at all stages of life to remain within the local area as part of the community, including families with small children, older people living by themselves and those with mobility impairment. It goes on to state that if properly implemented, accessible and inclusive developments and neighbourhoods enable people to remain independent and economically active for longer, reducing the need for extensive adaptations to buildings, to meet the needs of existing and potential future users. Local policies require that new developments can be used safely, easily and with dignity by all; are designed so that the layout improves people's 	

access to social and community infrastructure, including local shops and public transport; protect, improve and create, where appropriate, safe and accessible pedestrian and cycling routes; and have regard to the principles set out in 'Secured by Design'.

 The Council has an ambitious programme to deliver new Council homes at Council rents, which will ensure that more people in the borough have safe and stable housing, and thus increased life chances.

With regard to safety and accessibility:

- Every new Council Housing Scheme is designed in collaboration with the Metropolitan Police Designing out Crime Officers and aims to ensure that every development is safe and secure and that previously damaging areas of anti-social behaviour are, wherever possible, eradicated by designing them out of our new Schemes.
- Every new Council Housing Scheme has, as a minimum, 10% capacity for wheelchair adaptable homes and across the current Programme, we have more than 250 new homes, designed to a full M4 (3) standard
- All new homes created by the Housing Delivery Programme are designed in accordance with the GLA's standards to ensure high quality homes for the future
- Public Health is involved in the design of development to ensure the health impacts are assessed and negative impacts are mitigated against.

Rec #11.	The council, partners and other public sector organisations should recognise the unnecessary barriers that disabled people face in their day-today lives, and make collective efforts to ensure that good practice in communicating with people with different impairments is used, in line with the Equality Act and so that disabled residents are always able to access the information they need	Accessible communications All comms reviewed and considered to ensure inclusivity and accessibility of information and adjustments made where necessary.	Communications advice - Services continue to be advised on how to ensure their communications can be designed to be accessible through printed materials and other activities such as events.
Rec #12.	When tendering new social care contracts, the council should implement the Ethical Care Charter in order to "establish a minimum baseline for the safety, quality and dignity of care by ensuring employment conditions which: a) do not routinely short-change clients; and b) ensure the recruitment and retention of a more stable workforce through more sustainable pay, conditions and training levels."	Introduced London Living Wage for homecare workers - Council contracts require that care workers are now paid for travel time too - Haringey Council became a London Living Wage Employer in November 2018 - See source Secure contracts for social workers - The council is moving more social workers to secure contracts – meaning that families keep the same support for longer See source	
Rec #13.	The Council and partners should ensure that all local communities are offered a voice in service design and decision making, and that their views have a genuine impact.	 Chad Gordon Autism Hub The recently opened Chad Gordon Autism Hub was co-designed with service users and carers. Wood Green Youth Hub The new youth hub in Wood Green has been co-designed with young people via a steering group. Created a Citizens Panel The Citizen's Panel is a representative group of local Haringey residents who are regularly engaged on policy and local issues. 	The council is developing its approach to resident participation and seeking to embed the learning from key projects like those listed here across the council. Additional resources were indentified in the MTFS from 2022/23 to support this agenda and new role of Participation Delivery Lead is currently being recruited.

		 1,200 Haringey residents have been recruited so far. See source Borough Plan Phase 1 of the preparation of the 2023-27 Borough Plan has involved significant resident participation including: a Residents Survey of 1900 randomly selected residents, representing the borough's sociodemographic profile; on-street resident engagement in a range of locations across the borough, reaching more than 100 people in total and resulting in the completion of 43 surveys; online resident engagement via a Commonplace platform, to which 36 responses were received in total, including from Citizen's Panel members; a series of workshops with seldom heard communities, including Workshops with HALS and Haringey Works service users; disabled people and carers; the Somali Network; young people from the Turkish and Kurdish Network; Aspire Children in Care and Care Leaver Council. One-to-one interviews with: Mums at Park Lane and Triangle Children's Centres; Mulberry Junction service users; Connected Communities service users; and, A LGBTQ+ survey to address past underrepresentation in the Residents Survey. 	Residents will play a significant role in shaping the next borough plan in the second half of 2022.
Rec #15.	Recognising the council's influence over the private rental sector is limited, it should nonetheless review what it can do to drive improvements in the quality and security of housing for the increasing number of residents reliant on this sector	 Expanded landlord licensing Introduced an Additional Licensing scheme for HMOs (Houses of Multiple Occupants) in April 2019. Through this scheme over 1,000 Properties are now licenced with the council. 	 Selective Property Licensing to be presented at Cabinet on March 8th, 2022, for decision.

		 Post lockdown restrictions compliance checks on all licensed premises are being undertaken Council using powers under Housing and Planning Bill to issue Civil Penalty Notices to landlords who fail to comply. Public consultation was undertaken between 17th May & 5th September 2021 on a proposal to introduce selective property licensing non-HMO property. Partnership working with Cambridge house and their safer renting scheme is providing training for officers and greater support for tenants in the private rented sector. See source 	 If approved submission will go to DLUHC in March 2022 for final authorisation. Council to relaunch its landlord forum which will provide opportunity to reengage with private sector landlords and agents post pandemic, to offer training, advice, guidance, support and an opportunity to network. Expand our network of partners to ensure we are reaching those tenants in most need.
Rec #16.	Recognising the priority afforded to the borough's council home delivery programme and the positive impact this is intended to have on the numbers in temporary accommodation, the council should also take action to address the quality and appropriateness of housing for residents currently reliant on temporary accommodation.	 Community Benefit Society created 92 homes bought at IBSA site Olive Morris Court built See source Joined the 'Capital Letters' programme with other councils in London to ease the growing homelessness crisis and reduce competition between boroughs for emergency and temporary accommodation space. See source 	267 homes will have been leased to the Haringey Community Benefit Society by the end of February, increasing to 277 in March. These homes offer longer term and good quality accommodation to households who are homeless or are at risk of homelessness. The vast majority of these homes are in Haringey, and if not are in a neighbouring borough.
Rec #17.	The council should do more to recognise and respond to the specific housing issues affecting disabled people.	This is addressed under rec #10 above.	Further homes to meet specific family's needs will be designed

Rec #18.	The council should ensure 100% of council homes are at a decent standard by 2022.	In addition, the bespoke homes programme, which forms part of our council house building programme, means that we are building new homes which can specifically meet the needs of families with disabled family members. For instance, this included homes at Rosa Luxembourg apartments. The Capital Programme has been severely disrupted by COVID and wider market conditions. As a result, we have revised the target to delivery by March 2025. This will allow us to deliver works holistically and minimise resident disruption. We have prioritised working on properties which have been non-decent for the longest period.	and built over the next few years.
Rec #19.	The council should review the housing allocations policy in a more consultative format as part of the development of the new Housing Strategy and, once it is agreed, clearly communicate how it works and the rationale for this.	 The Housing Allocations Policy is a separate document to the Housing Strategy; however, we are in the early stages of thinking about what a new allocations policy will look like and are committed to developing this jointly with residents who will be affected by the Housing Allocations Policy. We are also committed to ensuring that that Housing Allocations Policy is clearly understood by everyone. 	
Rec #21.	The council should put children's rights into practice across all its policy making, service design and delivery.	 Voice of the child practice guidance has been developed and implemented with Children's Services. The Youth Service have developed a new role for a Youth Participation Worker to join the service from June to develop and embed a youth participation framework. 	

		Young people have been at the heart of developing the plans for the new Youth Hub in Wood Green which will open in summer 2022. This has seen genuine co-production and provides some inspiring best practice that can be learned from and further developed in the future.	
Rec #22.	The council should actively pursue opportunities to provide more play and leisure for children and young people and ensure that they are accessible to all.	 c£1M pa for next 3 years – Holiday Activities & Food (HAF) targeted at children receiving free school meals. Annual CYPS budget of £250K for community and additional youth holiday programming Richard Hope Play Space at Finsbury Park to be completed Various community activities programmes & leisure centre initiatives e.g. People Need Parks, Park Tennis Lessons, Concession Campaign, New River children & youth programming London Youth Games/Intra & inter school competitions 	 Bruce Castle Park MUGA upgrade Skate Park; Finsbury Park BMX track – Highgate Priory Park – various sport upgrades/installations Tennis Court upgrades – Downhills, Priory, Chestnuts, Stationers & Chapmans Bull Lane – new 3G, MUGA and grass pitches, outdoor gym, children's play, community gardens and new sports hall Wood Green Leisure Centre – inception stage.
Rec #23.	The council should work with partners to secure continued funding for tackling youth violence building on the Haringey Community Gold programme.	 £0.75m secured to reduce youth violence The council secured £0.75m from the Mayor of London's VRU (Violence Reduction Unit). The Mayor's MyEnds programme will fund sport provision, employment support, a future leaders programme and mental health support in Tottenham Hale. 	 Continue to apply for external funding opportunities with VCS partners and multi-sector consortiums Deliver extension of Haringey Community Gold

		 See source £1.5m secured for youth work The council secured £1.5m from the Mayor of London's Young Londoners Fund It funds a network of detached youth workers and community programmes See source 	 (HCG) programme to March 2023 Preventative Mayor of London's VRU funding reproposed to support HCG's VCS delivery Develop strategy to continue HCG provision Independent HCG report by Bridge Renewal Trust to be issued in Q2 of 2022
Rec #24.	The council and partners should use their collective influence to accelerate a systems-wide approach to identifying and responding to the most urgent risks affecting our children and young people.	 Young People at Risk action plan Introduced a public health approach to youth violence With our Young People at Risk strategy, the council formally adopted a public health approach to serious youth violence – the first London borough to do so. Our gangs team has worked with more than 50 young men involved in gang-related crime – four of whom have already moved on to employment See source 	
		 Supported Families programme Funded two temporary targeted youth teams to support young people at risk of offending and exploitation, funding ends Mar 2023. Funds being used to extend Haringey Community Gold until March 2023. Work underway to look at how we continue this provision. 	
		Rising Green Youth Hub - New youth hub will be operating from Wood Green in July 2022. One of the key objectives will be to contribute to the reduction of serious youth violence.	

Rec #25.	The council and schools should, building on the work of the Schools Exclusion Review, prioritise work to address the issue of school exclusion.	Brought Haringey's Pupil Referral Unit in-house Haringey's Pupil Referral Unit is no longer outsourced – and is now a maintained local provision, the Haringey Learning Partnership See source An exclusions steering group has been set up as an offshoot of the BAME steering group to look at and address exclusions and ensure that all are empowered to reduce the numbers being excluded	 An exclusions pledge is being shared with stakeholders to support our work in looking at need behind behavior and reducing exclusion and, where an exclusion is necessary, to ensure that the support is right to address unmet need and support a return to mainstream that can be successful Two learning events have been held with heads (Nov '21) and with governors (Feb '22) and a third 'inclusion' as opposed to exclusion event is planned for the summer term
Rec #26.	The council, public sector partners and voluntary sector organisations should work together to ensure that groups who experience labour market disadvantage, including BAME young men, disabled and neuro-diverse people, are prioritised for employment support.	The Council's Employment and Skills Recovery Action Plan agreed by key partners in borough and prioritises employment and skills training support for those residents most impact by Covid 19. This includes BAME young men, disabled and neurodiverse: New SEND/Autism employment advisor commencing March 22 to be based in Autism Hub Additional Care Leaver Support being delivered through Drive Forward and employment support programme for Care Leavers studying at university to commence delivery late spring 2022.	Implementation of the Recovery and Skills Action Plan will continue.

- New youth unemployment service in Haringey Works focusing on young people at risk supported over 50 young people into work this year.
- Haringey Works delivering Hub and spoke mode in community settings supported over 800 residents to Jan 2022 with just under 500 of those securing work.
- £1.2 m ESF funding secured to increase delivery of employment support and training to residents with most significant barriers into work launching March April2022. This includes a new paid 6-month placement programme in parks and leisure with guaranteed interviews
- Haringey Employment support providers network coordinated to promote better collaboration and maximize use of resources locally.
- Work and Health programme extended
- Access UK's BAME careers service has supported over 100 young people to improve their job prospects.

Work Routes Haringey

- 2-year programme of support for unemployed or economically inactive residents.
- Focus on Tottenham residents and parents, women, young people, people with a health condition or disability or from an ethnic minority group

Created the Haringey Fairer Education Fund

- Created a <u>council fund</u> to support young people in Haringey into university.
- The fund offers bursary grants, mentoring, and paid placements with the council paid at London Living

		Wage. It also pays the cost of UCAS application fees. - See source	
Rec #27. schools:	Schools and other education settings should consider how they can create LGBTQ+ inclusive environments, to foster positive attitudes to diversity and signal a zero-tolerance approach to homophobic hate crime.	Relationship Education and RSE curriculum within schools: Relationships Education is already compulsory in all primary schools in England and Relationships and Sex Education compulsory in all secondary schools. Schools must ensure that they comply with the relevant provisions of the Equality Act 2010, under which sexual orientation and gender reassignment are amongst the protected characteristics. Schools have to ensure that all of their teaching is sensitive and age appropriate in approach and content. At the point at which schools consider it appropriate to teach their pupils about LGBT, they should ensure that this content is fully integrated into their programmes of study for this area of the curriculum rather than delivered as a standalone unit or lesson. Rainbow crossing Haringey council was proud to work with young people and the Headteacher of Woodside Secondary School to install a rainbow crossing outside the school. We believe this was the first such crossing outside a school in the UK.	 We will communicate with our School Improvement partners in the Haringey Education Partnership (HEP) to ensure that Haringey schools are meeting their statutory requirements and that all pupils have been taught LGBT content at a timely point as part of this area of the curriculum. HEP are also able to provide support to schools on how they can develop and sensitively manage this area of the curriculum with families to foster positive attitudes and inclusive environments. HEP is committed to ensuring that School Governors understand their responsibility around equality and inclusion and relevant

			training on equality and diversity is available for Governors and Headteachers. • Public Health CYP team are working with schools to ensure that schools have embedded mandatory PSHE/RSE. This academic year, the RSHE network meetings have focused on how schools can deliver an LGBT+ inclusive curriculum, tailoring the RSHE curriculum to students with SEND, being safe and consent.
Rec #29.	The council and partners should redress the balance in access to opportunities for growth for Haringey's voluntary and community sector.	VCS Support team Council team created in 2020 to provide additional support for Haringey's voluntary and community sector, with a focus on small and grassroots community groups. Working jointly with Council's VCS Strategic Partner, Bridge Renewal Trust, the team: Supports groups to access funding Provides project planning and organizational development support Builds partnerships Supports relationships between Council & sector, and other statutory partners Identifies & responds to development & training needs	Development of VCS Strategy to cover Council & partners' approach to resourcing VCS

Rec #30. Council/Police/VCS/partners	The police, council, VCS and partners should use their collective influence and relationships to further improve relationships between the police and local communities	 Provides resources Builds relationships with external funders. Weekly meetings continue to take place between the police and council identifying ways in which we can engage with local communities Use of comms to inform communities about what we are doing collectively to address local concerns Multi-Agency Turnpike Lane and Northumberland Park Strategic working group developed to address increases in crime and violence Hate crime delivery group/multi-faith groups to 	Development of community safety strategy 2023-25 Development of a corporate strategy to respond to women's safety concerns.
Rec #32 Council/partners/pub lic sector	The council, partners and other public sector organisations should work together to: a. Create a shared equality and diversity action plan for the borough to celebrate our many different cultures and experiences together b. Provide better support for refugees, asylum seekers, migrants and people with NRPF. This could include, for example, the Council's Expanded Free School Meals Working Group prioritising the	 Free School Meals extended to children with No Recourse to Public Funds The council has extended Free School Meals to children with No Recourse to Public Funds Wight No Recourse to Public Funds Higher payments to families with No Recourse to Public Funds Haringey raised rates of subsistence paid to families 	
	provision of free school meals to children of families with NRPF.	 With No Recourse to Public Funds. See source Launched a Welcome Strategy The council published a Welcome Strategy – one of the first councils to do so – setting out our support to migrant communities. Established the Welcome Advisory Board to develop work with migrant and refugee communities in Haringey. See source 	

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