
CONTENTS

<i>Section</i>	<i>Title</i>	<i>Page Number</i>
1	INTRODUCTION	5
2	ACHIEVEMENTS	6
3	DEFINITION OF BME USED IN THIS STRATEGY	7
4	PROFILE OF WINCHESTER CITY COUNCIL'S BME COMMUNITY	
	4.1 CENSUS 2001	8
	4.2 TENANTS SATISFACTION SURVEY 2004	
	4.3 SUMMARY OF CENSUS AND TSS RESULTS	
5	RACE EQUALITY IN HOUSING – OUR PRINCIPLES AND SERVICE AIMS	21
6	JIGSAW GROUP PRIORITIES	22
7	HOUSING NEEDS 2002 - RESULTS	24
8	TENANT SATISFACTION SURVEY 2004 RESULTS	30
9	RESULTS OF ETHNIC MONITORING OF SERVICE DELIVERY 2002-2005	35
10	OBJECTIVES AND ACTION PLAN FOR 2005 - 2008	37
11	MONITORING & EVALUATING OUR STRATEGY	37
12	2005-2008 PROGRAMME OF ETHNIC MONITORING OF SERVICE DELIVERY	38
13	ARRANGEMENTS FOR CONSULTATION ON THIS STRATEGY	39

APPENDICES

<i>Appendix Number</i>	<i>Title</i>
1	Legislative Background
2a	Progress on 2002-2005 Objectives
2b	Report on Cultural Awareness Training
3	Occupation, Industry and Economic Activity Statistics
4	Area of Residence Statistics for Tenant Satisfaction Survey Respondents
5	Action Plan for Objectives 2005-2008
6	Comparison of the Ethnic Origin of Respondents to the 2001 tenants Satisfaction Survey and the 2004 tenants Satisfaction Survey
6a	Comparison of the Satisfaction Levels of Respondents to the 2001 tenants Satisfaction Survey and the 2004 Tenants Satisfaction Survey
7	Timetable for Monitoring the BME Strategy
8	Ethnic Monitoring Plan

LIST OF TABLES

<i>Table Number</i>	<i>Title</i>	<i>Page Number</i>
1a	Winchester District Population – Cultural Background	8
1b	Winchester District Population – Cultural Background by Ethnic Group	9
2	Winchester District Wards with highest ethnic populations	10
3	Ward Residence by Ethnic Group	11
4	Proportion of Ethnic Group residing in Winchester City	11
5	Proportion of each Ethnic Group in each City Ward	12
6	Religious Groups in the Winchester District	12
7	Age Profile of Winchester District Population	13
8	Nature of disability of those BME respondents to HNS who stated they had a long term limiting illness	13
9	Tenure Type of Winchester district population	14
10	Accommodation Type of Winchester district population	14
11	Qualification Levels of Winchester district population	15
12	Ethnic Origin of Respondents to the TSS	16
13	Composition of your household?	17
14	How Long Have You/Your Household been a tenant of WCC?	18
15	Work Status of Tenant	18

16	Sources of Income	19
17	Housing Benefit	19
18	Does anyone in your household use a wheelchair?	20
19	Solutions to Inadequacy likely to require a move	25
20	Reasons Preventing a move	26
21	Preferred Location of accommodation	27
22	Type of accommodation required by number of bedrooms	27
23	Satisfaction or dissatisfaction with the overall service provided by WCC Housing Services	30
24	Satisfaction or dissatisfaction with Accommodation	30
25	General Condition of Property	31
26	Satisfaction with area as a place to live	31
27	Area Problems	31
28	Satisfaction or dissatisfaction with the way WCC deals with Repairs and Maintenance?	32
29	Satisfaction with Final Outcome of last enquiry	33
30	Satisfaction or dissatisfaction with the opportunities for participation in management and decision making?	33
31	Satisfaction or dissatisfaction with the Tenant Compact	34
32	Reporting the Results of Ethnic Monitoring	39

1. INTRODUCTION

The service has come a long way since the first Black and Minority Ethnic Strategy for Housing Services. The objectives of the first document have largely been achieved and have laid the foundations for evaluating the fairness of our service and meeting the needs of our BME community.

This next strategy sets out how the service will build on those foundations and progress following the achievements of the previous 3 years. It presents the aims of the housing service in meeting the needs of its culturally diverse community, and sets out our objectives and targets for the next 3 years to help us deliver to those aims.

The Strategy outlines

- ◆ What we currently know about our customer group
- ◆ What we currently understand to be their needs and priorities
- ◆ Possible barriers to accessing the service and inequalities
- ◆ Where there are gaps in this information
- ◆ How we intend to fill these gaps
- ◆ How we will use this information to improve the equality of service delivery.

Joined up Working

It follows that the only pragmatic approach is to ensure we don't operate in isolation of other Council departments as many of the requirements outlined in Appendix 1, which sets out the legislative background of our obligations as a local authority, are the responsibility of Winchester City Council as a whole. Our representation on the corporate People Issues Group will facilitate this information sharing and joined up working.

Our aims as a service mirror that of the council's as set out within the Equality & Diversity Policy (see Section 5). It is important that this BME Housing Strategy links in with the corporate approach. We need to ensure that we share good practice and capitalise on our successes in engaging effectively with a customer group which represents a little over 2% (5% including white Irish and white Other) of the district community.

Why a Strategy is important – Even with such a small community

Although Winchester City Council's BME population is very small, this does not diminish the importance or the need for a BME strategy. These smaller communities can be much more vulnerable to isolation and race hate crime. Ignoring the needs of the minority ethnic population, even where this population is very small, could increase the likelihood of discrimination and reduce their capacity to challenge racism that they may experience.

2. ACHIEVEMENTS

Appendix 2a provides a detailed list of the achievements of the previous strategy, the key elements of which are summarised below.

Improved Information Systems

The service is now better informed as to the profile of our BME community. Developments in the way in which we record information and the classification we use have meant we are beginning to achieve a clearer picture of who is using the service. Our newly introduced internal monitoring systems are starting to provide us with the data we need to evaluate the equality of our service provision.

Results from district wide surveys about needs and satisfaction levels have meant we have a better understanding for how these differ from the majority of our customers who are white British.

Although further refinements and more data is required to provide robust information on which to base action plans, the service has already achieved a greater understanding of where gaps and inequalities may exist.

Customer Support and Information

Support and information for our BME customers whose first language is not English has improved significantly. Numerous initiatives have ensured that should these customers access the service either in person, over the telephone or in writing they will feel welcomed and able to get assistance should they require it. These initiatives include

- ▶ Welcome sign and Festival year poster in reception
- ▶ Reception Sign translated into several languages advising how to get assistance
- ▶ Multilingual advice sheet, accompanying key Council mailings e.g. rent letters, 'On the House', Housing Options Newsletters
- ▶ Language line available to all Council customers
- ▶ Access to local resources for interpreters and translation of council produced letters and information
- ▶ Publicity material and handouts translated into several languages advising how to get assistance when English is not the customers first language

Staff Competency

The comprehensive training programme meant that every member of the Housing Service received training in cultural awareness and recognising the needs of those with different cultural backgrounds and considering possible cultural sensitivities when carrying out their role .e.g. dates and times of home visits.

Appendix 2b contains a report on the key elements of this programme.

Refresher training and induction for new staff members will always be needed, especially as we have a small community and as a consequence do not often get the opportunity to apply what has been learnt.

Engaging with Customers

A significant success has been to establish the 'Jigsaw' group of BME Service Users. Given the experience of other authorities with small BME communities who have had difficulty engaging with the BME community, our expectations were exceeded when several members of the community gave up their time on a regular basis to receive briefings about how the Council operates and debate how this could be improved. The key issues raised by the group have been the focus of this strategy's objectives and are outlined in section 6.

3. DEFINITION OF BME USED IN THIS STRATEGY

Agreeing which groups to include within the definition of BME is not straight forward. Some who read this document may assume that BME includes all non white groups and that by including the statistics for the white Irish and white Other groups within the BME data, the Strategy could be misleading.

However white ethnic groups may have needs which differ from the white British. For example travellers may have cultural issues to be considered and white Europeans may have language and other needs. Customers with an Irish background (and white Other background), as well as those non white ethnic groups, may have needs and/or may be able to demonstrate experiences of discrimination on the grounds of cultural background, which differs from white British customers.

These different experiences could impact on the how these groups access our service and the quality of service they receive when they do. However by including white Irish and white Other with the other cultural groups under BME there is a danger of hiding some detail which relates to particular groups.

Added to this the numbers within our community are so few in some cases that judgements on needs on which actions and objectives are to be based must include a degree of caution as the results from a few could easily skew the overall picture.

To achieve a truly accurate picture would require a more detailed examination of the statistics and this is unlikely to add significant value to the information currently presented. This document must be considered therefore to provide a general flavour of our community and its needs.

Definitions of the data headings are explicit throughout the strategy and it is hoped that by adopting this approach the strategy effectively meets its purpose, which is to address the particular needs of Housing Service customers, which arises as a consequence of their cultural background.

4. PROFILE OF WINCHESTER CITY COUNCIL'S BME COMMUNITY

As stated we now have a clearer picture of who and where our BME community is, along with some demographic detail which can help us identify possible housing needs.

This section is divided into two main parts with a summary at the end. The two parts relate to the source of the information.

Section one reports on some findings of the 2001 Census and provides a profile of the whole of the Winchester district population, along with some added detail from the Housing Needs Survey which was carried out in 2002. This provides information which helps us learn about who may be our customers in the future and how we meet their needs.

Section two reports on the profile of the respondents to the Tenants Satisfaction Survey carried out in 2004 and therefore separates our regular service users from the rest of the community.

4.1. CENSUS 2001

Ethnic Origin

The 2001 Census recorded that the non white ethnic population of the Winchester district is 2,315 people and 2.16% of the total population.

Together with white Irish and white Other, non white British ethnic groups represented 5.1% of Winchester City Council's total population.

The Census returns for cultural background of the population are detailed in Table 1a and 1b.

TABLE 1A – WINCHESTER CITY COUNCIL DISTRICT POPULATION – CULTURAL BACKGROUND – TOTAL POPULATION – ALL AGES

Ethnic Group	Number of People	Percentage of total population
All People	107,222	100%
White British	101,689	94.84%
White Irish	750	0.70%
White Other	2,468	2.30%
Other Ethnic groups excluding White Irish, White Other	2,315	2.16%

Source – Census 2001

TABLE 1B - WINCHESTER CITY COUNCIL DISTRICT POPULATION – CULTURAL BACKGROUND – BY ETHNIC GROUP

Ethnic Group	Number of People	Percentage of total population
Total population	107,222	100%
White		
White British	101,689	94.84
White Irish	750	0.70
White Other	2,468	2.30
Mixed		
Mixed White & Black Caribbean	142	0.13
Mixed – White & Black African	86	0.08
Mixed – White & Asian	283	0.26
Mixed Other	197	0.18
Asian or Asian British		
Indian	382	0.36
Pakistani	44	0.04
Bangladeshi	180	0.17
Other Asian	133	0.12
Black or Black British		
Black Caribbean	118	0.11
Black African	126	0.12
Black Other	26	0.02
Chinese or other ethnic group		
Chinese	324	0.30
Other	274	0.26

Source – Census 2001

The Tables show that the largest non white ethnic groups in the Winchester district are;

- Indian – 382 people, 0.36% of the total population and 16.5% of ethnic population
- Chinese – 324 people, 0.30% of total population and 14.0% of ethnic population
- Mixed White & Asian – 283 people, 0.26% of total population, 12.2% of ethnic population

Location of the Non White Ethnic Population

The wards with the largest ethnic populations (excluding white Irish and White Other) are shown in Table 2.

TABLE 2 – WINCHESTER DISTRICT WARDS WITH THE HIGHEST ETHNIC POPULATIONS

Ward	Detail
St Paul	324 people 0.30 % of total population 5.3% of the wards population 14% of the non white ethnic population
St Michael	317 people 0.30 % of total population 5.3% of the wards population 13.7% of the non white ethnic population
St Luke	200 people 0.19 % of total population 3.6% of the wards population 8.6% of the non white ethnic population
St John & All Saints	176 people 0.16 % of total population 2.9% of the wards population 7.6% of the non white ethnic population
St Bartholomew	159 people 0.15 % of total population 2.9% of the wards population 6.9% of the non white ethnic population
Littleton & Harestock	100 people 0.09 % of total population 2.6% of the wards population 4.3% of the non white ethnic population

Source – Census 2001

All the other wards have less than 100 people from an ethnic background and none of the other wards have a non white ethnic population of greater than 2.4%.

Concentrations of ethnic groups within wards

The wards where the largest proportion of an ethnic group reside are shown in the Table 3 over the page.

TABLE 3 – WARD RESIDENCE BY ETHNIC GROUP

Ethnic Group	Ward	Detail
Bangladeshi	St Luke	77 people 43% of ethnic group
Other Ethnic	St Paul	69 people 25% of ethnic group
Other Ethnic	St Michael	62 people 23% of ethnic group
Chinese	St Michael	62 people 19% of ethnic group
Indian	St Michael	59 people 15% of ethnic group

Source – Census 2001

Winchester's non white ethnic population is well dispersed by both ethnicity and geographic location. No non white ethnic group is larger than 16.5% of the ethnic population or 0.36% of Winchester's total population.

No ward has a larger ethnic population than 5.3% of the wards population and where individual ethnic groups within wards are concerned no group is larger than 77 people or 0.07% of Winchester's total population.

Location of the White Ethnic groups

The following Tables and information considers cultural background of all the returns. The returns for all the non white ethnic groups are considered as one figure and this compared with the white ethnic groups.

Understandably a large proportion of the district population is based within the city itself, although the white British population tends to be more evenly spread across all the district wards.

Table 4 below illustrates that ethnic groups, when compared to white British, are more likely to reside within the city wards than the outlying district.

TABLE 4 – PROPORTION OF ETHNIC GROUP RESIDING IN WINCHESTER CITY ITSELF

Ethnic Group	% of group residing in City Wards	% of group residing elsewhere in the district
White British	31.47	68.53
White Irish	42.67	57.33
White other	46.68	53.32
Non White groups	54.99	45.01

Source – Census 2001

The city wards of residence for all ethnic groups are shown below in Table 5 as a percentage of total ethnic group.

TABLE 5 – PROPORTION OF EACH ETHNIC GROUP IN EACH CITY WARD

Ward of residence	% of White British population	% of White Irish population	% of White Other population	% of Non White Groups
St Barnabus	5.2	5.2	4.7	4.2
St Bartholomew	5.0	9.1	8.8	6.9
St John & All Saints	5.6	6.5	5.8	7.6
St Luke	5.2	6.1	3.6	8.6
St Michael	5.2	7.9	13.7	13.7
St Paul	5.4	7.9	10.0	14.0

Source – Census 2001

Location outside the City Centre

The areas of residence for ethnic groups outside of the main city centre generally tend either to be those areas where there are the greatest number of dwellings, obviously, or those closest to the City itself,

- White Other
 - Compton & Otterbourne
 - Olivers Battery & Badgers Farm
 - Alresford
- Non Whites
 - Olivers Battery & Badgers Farm
 - Littleton & Harestock

Cultural and Religious Groups

The religious groups in Winchester are shown in Table 6 below

TABLE 6 – RELIGIOUS GROUPS IN THE WINCHESTER DISTRICT

Group	Number of people
Christian	81, 661
Hindu	258
Buddhist	257
Jewish	186
Muslim	186
Sikh	69
No religion	17, 059
Religions outside main stream religions	7, 351

Source – QED Equal Opportunities Training Notes Autumn 2004 (based on 2001 Census returns)

Age

The 2001 Census results for Winchester Table 7 below show that the non white BME community is generally younger than the white British and white Irish community and with a slightly higher proportion of working age people. A large proportion of the white Other ethnic population is of working age.

TABLE 7 – AGE PROFILE OF WINCHESTER DISTRICT POPULATION

Age Group	Percentage of white British	Percentage of white Irish	Percentage of white Other	Percentage of Non white BME
0-15	18.6	8.13	14.1	26.52
15-24	11.4	9.33	13.05	22.03
25-49	33.1	37.73	46.27	38.92
50-59	14.2	14	13.05	6.97
60-64	5.1	7.47	4.01	1.76
65-74	8.9	11.6	4.46	2.20
75+	8.7	11.73	5.06	1.33

Source – Census 2001

Disability

In the 2001 Census the majority of all people were in good health with only 7% of non white BME people and 14.5% of white British people stating they had a limiting long term illness. 11% of white Other and 17% of white Irish responded that they had a long term illness which may reflect the older age profile of the Irish community.

Only 6% of the BME sample (including white Irish & white Other) of the Housing Needs Survey 2002 replied that a member of the household had a disability or long term limiting illness, a much lower level to that of white British respondents (14.5%). However again this may reflect the age profile of the sample i.e. BME respondents generally younger than the white British.

The Table 8 provides the details of the nature of the disabilities and illnesses of the Housing Needs BME (inclusive of white Irish and white other) sample.

TABLE 8 – NATURE OF DISABILITY OF THOSE BME (INCLUDING WHITE IRISH & WHITE OTHER) RESPONDENTS TO HOUSING NEEDS SURVEY WHO STATED THEY HAD A LONG TERM LIMITING ILLNESS

	1st member	2nd member
Nature of Disability	% of households	% of households
Wheelchair user	19.9	44.1
Mobility problems	37.9	0
Asthmatic/respiratory problems	31.6	55.9
Other physical disability	18	55.9
Limiting long term illness	30.4	55.9

Source – Housing Needs Survey 2002

Tenure

The 2001 Census shows a variance in the tenure types occupied by white British households and the other ethnic groups. The results are in Table 9, which show that although the majority of non white BME households own their own home the ownership levels are lower than for white British.

However while there is almost parity between non white ethnic people and white British people in Council housing, this isn't true of the other two white groups. This is an issue which has been raised by 'Jigsaw'.

The figures show that groups other than white British make more use of private rented accommodation and communal establishments. The reason for these differences may be a consequence of different tenure preferences by the ethnic groups. However it may be worth investigating further to establish whether it is as a consequence of lack of knowledge of entitlements or whether processes are acting as a barrier to these groups using the service.

TABLE 9 – TENURE TYPE OF WINCHESTER DISTRICT POPULATION

Tenure Type	% White British	% White Irish	% White other	% Non White BME
Owens Outright	26.1	26.7	19.0	12.5
Owens with a mortgage	43.2	36.9	35.7	34.3
Shared ownership	0.3	0.53	0.16	0.13
Rented from council	10.2	6.8	3.2	9.2
Other social landlord	3.6	1.9	1.8	2.8
Private rented	9.5	14.7	24.8	16.0
Living rent free	2.4	3.2	3.6	2.3
Living in communal establishment	4.8	9.3	11.6	22.7

Source – Census 2001

Accommodation Type

Although the majority of all ethnic groups live in unshared accommodation, a larger proportion of white Other and especially non white BME live in non medical/care communal establishments as the Table 10 shows.

TABLE 10 – ACCOMMODATION TYPE OF WINCHESTER DISTRICT POPULATION

Type	% White British	% White Irish	% White Other	% non White BME
Household in unshared accommodation				
House or bungalow	86.2	78.8	75.7	66.2
Flat, maisonette or apartment	8	10.7	12.0	10.1
Caravan or other mobile or temporary structure	0.8	0.8	0.4	0.5
Household in shared accommodation	0.1	0.4	0.3	0.4
Communal establishment				
Medical and care establishment	1.1	0.9	1.0	2.5
Other type of communal establishment	3.7	8.4	10.6	20.3

Source – Census 2001

Qualifications (16-74 year olds)

Table 11 below shows how a high proportion of all ethnic groups within the Winchester district are qualified to a high level. This is likely to relate to the following section on occupation and economic activity.

TABLE 11 – QUALIFICATION LEVELS OF WINCHESTER DISTRICT POPULATION

	% White British	% of White Irish	% of White Other	% of non white BME
No qualification or level unknown	25	23.0	17.5	19.9
Lower level qualifications	45.6	38.1	34.1	40.2
Higher level qualifications	29.4	38.9	48.3	39.2
Total	100	100	100	100

Source – Census 2001

Occupation, Industry and Economic Activity

Appendix 3 provides a table of the 2001 Census results on the question of Occupation, Economic Activity and Industry.

Although there is general parity in the occupations of each group, there are some variances. A greater proportion of the white Irish, white Other and non white BME groups are employed in professional occupations than white British. A smaller proportion of the non white BME group are employed in personal service occupations compared to the other groups but a higher proportion have sales or customer service occupations.

There are variances too in the industry in which the groups work. A higher proportion of both the non white BME and white Irish groups are employed in Health & Social Work industry. A higher proportion of white Other work in the Real Estate industry, with Education also being important. Real Estate along with Wholesale/Retail are also important industries for white British people in our district. A higher proportion of the non white BME group work in the Hotel and Catering industry compared to the other groups.

There is parity between all the groups in the proportion in full time employment, with slight variances between the proportions which are in part time employment. Slightly higher proportions of both white Irish and non white BME are unemployed.

There are significant variances between the groups in the reasons for economic inactivity. A significant proportion of the non white BME group are students (in addition a higher proportion of the economically active people were also students in the non white BME group as compared to the other groups).

Of those economically inactive, a significant proportion of the white British and white Irish groups are retired compared to white Other and non white BME groups, again reflecting the age profile of the community.

Income and Financial Support

The Housing Needs Survey 2002 asked about income levels, only 70.2% of respondents replied to this question. Of those who did, 3.3% of BME (inclusive of white Irish and white Other) households in the sample had incomes of less than £10,000 compared to 13.4% of white British.

62.9% of BME households had incomes above £30,000 compared to 50.6% of white British. It must be remembered that in this survey only 20.9% of the BME sample were retired compared to 40% of the white British sample. 16.1% of BME households were in receipt of financial support compared 15.6% of white British. The average for other Housing Needs Surveys recently carried out by David Couttie Associates is around 24%.

4.2. TENANTS SATISFACTION SURVEY

The Tenants Satisfaction Survey of 2004, which was a census survey of all Winchester City Council tenants, received 184 non white British returns.

Results are presented in this strategy as percentage of ethnic group. **However it must be remembered that the actual number of returns received from each ethnic group can be as low as 25 for individual questions.**

As the overall survey response rate was 60%, there is a 95% confidence level in the data. These returns have been analysed separately to provide a profile of the BME tenant community of Winchester City Council, who responded to the survey.

Table 12 provides the ethnicity of the household in which the respondent lives. On this basis the non white British households represent 6.0% of the sample of Winchester district council's tenants who responded to the survey.

TABLE 12 - ETHNIC ORIGIN OF RESPONDENTS TO THE TENANTS SATISFACTION SURVEY

Ethnic Group	Percentage of sample
White British	94%
White Irish	4.3%
White Other	0.7%
Non white BME	1.0%

Source – Tenants Satisfaction Survey 2004

Location of Respondents

Appendix 4 shows the area of residence of the respondents to the Tenants Satisfaction Survey. As with the Census results the majority of BME households who responded to the survey live within the City itself (50%), however in different wards to the population as a whole.

Tenants are understandably concentrated in areas where there is council stock i.e. Stanmore (St Luke's), Winnall (St John), Weeke (St Barnabus) and Highcliffe (St John).

Household Composition and Age Profile

A high proportion of white Irish households were only one adult, 65,9% of which were older than 60 years. A high proportion of the respondents from both the white British and white Other groups were also single adult older than the age of 60. The non white BME respondents in the sample were younger households and were more likely to be families.

TABLE 13 - COMPOSITION OF YOUR HOUSEHOLD

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
One adult under 60	6.8	2.3	0	0
One adult aged 60 or over	41.9	65.9	47.8	17.2
Two adults both under 60	5.5	3.0	4.3	6.9
Two adults, at least one 60 or over	20.8	18.9	8.8	13.8
Three or more adults, 16 or over	6.8	2.3	8.8	6.9
1-parent family with children, at least one under 16	6.0	3	13	31
2-parent family with children, at least one under 16	9.6	3.8	13	20.8
Other	2.6	0.8	4.3	3.4
Total	100	100	100	100

Source – Tenants Satisfaction Survey 2004

The older age profile of respondents is consistent with expectations in these surveys, the consultants typically find a higher proportion of older people responding. It should be noted that this age information of respondents will impact on the length of tenancy, income and disability profile of the sample and the difference between the ethnic groups. It should also be noted that the consultants have found that older people tend to express a marginally higher level of satisfaction and that this will impact on the results in Section 8.

Length of Tenancy

Table 14 below shows that only 6.9% of non white BME respondents had been a tenant of Winchester Council for over 21 years. This is in comparison with all 3 white ethnic respondent groups, an average of 45% of whom have been Winchester Council tenants for 21+ years. Of those non white BME who responded to the survey 44.8% had only been tenants for less than 2 years in comparison to white Irish respondent group with the highest proportion of 21 years plus tenancies of all the groups.

TABLE 14 - HOW LONG HAVE YOU/YOUR HOUSEHOLD BEEN A TENANT OF WCC?

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Under 1 year	4.1	6.1	9.1	17.2
1 - 2 years	6.3	4.6	9.1	27.7
3 - 5 years	11.2	4.6	13.6	13.8
6 - 10 years	12.4	11.4	13.6	17.2
11 - 20 years	21.3	16.0	13.6	17.2
21+ years	43.3	54.2	36.4	6.9
Don't know	1.4	3.1	4.6	0
Total	100	100	100	100

Source – Tenants Satisfaction Survey 2004

Work Status

Table 15 below shows the work status of the tenant.

TABLE 15 – WORK STATUS OF TENANT

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Working	30.6	14.8	38.1	48.0
Retired	53.3	72.5	42.9	28.0
Unemployed	1.8	0	4.8	4.0

Source – Tenants Satisfaction Survey 2004

Household Income

Responses given to the question on sources of income indicated that many households make up their net income from a number of sources. The income sources of the different ethnic groups are shown in Table 16. The profile largely reflects the age profile of the sample.

TABLE 16 - SOURCES OF INCOME

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Employment	30.9	10.8	33.3	46.4
Pension	59.2	75.3	33.3	28.6
Income Support	21.1	25.0	47.6	21.4

Source – Tenants Satisfaction Survey 2004

5% of non white BME respondent's net income is more than £20,800, compared to 4.8% of white British respondents, 2.5% of white Irish and none of the white Other ethnic group.

45% of non white BME respondent's net income is less than £159 per week or £8,139 per year, compared to 56.3% of white British tenants, 80.6% of white Irish and 52.6% of white Other.

Housing Benefit

Table 17 below shows the proportion of the ethnic group in receipt of housing benefit. This will obviously reflect employment rates and age profile of the group.

TABLE 17 - HOUSING BENEFIT

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Full Benefit	28	36.0	40.9	22.2
Partial Benefit	24.3	30.4	18.2	18.5
None	44.9	32.0	40.9	59.3
Don't Know	2.4	1.6	0	0

Source – Tenants Satisfaction Survey 2004

Disability

62.5% of white Irish respondents have a longstanding illness, disability or infirmity, this is compared with 46.9% of white British, and 50% of white Other and 28.6% of non white BME respondents.

55.7% of white Irish respondents feel that their illness or disability limits their activities. 42.2% of white British and 47.6% of white Other tenants responded the same, but only 10.7% of non white BME in the sample.

The percentage of households in each ethnic group with someone who uses a wheelchair is provided in Table 18.

TABLE 18 - DOES ANYONE IN YOUR HOUSEHOLD USE A WHEELCHAIR?

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Yes	6.9	8.8	8.7	31

Source – Tenants Satisfaction Survey 2004

4.3. SUMMARY OF CENSUS AND TENANT SATISFACTION SURVEY RESULTS

The 2001 Census demonstrates that Winchester City Council continues to be a rural local authority, which has a small minority ethnic population, the majority of whom live within the City itself especially within the wards of the St Michaels and St Pauls.

Although a large proportion of all groups own their own home the ownership levels for non white Black and Minority Ethnic and white Other are lower than for white British. These two groups also make more use of private rented and communal accommodation, than white British.

A high proportion of all groups are qualified especially with higher level qualifications and all groups have a high proportion in full time employment and in higher professional jobs. There is some variance between the groups as to the industry, which they work.

The majority of all communities are in good health. The overall age profile for the non white BME population is younger than the white Irish and white British community, with far fewer being retired and of retirement age.

Of those tenants who responded to the Tenant Satisfaction Survey, there is an under representation from mixed white/black African, white / Asian communities and from Indian, Bangladeshi and African communities.

The household composition of respondents to the Tenant Satisfaction Survey showed that the white Irish tenant community who responded to the survey were older than the other groups and that the non white BME community were younger with more recent tenancies and more likely to be family households.

This profile reflected the disability, income levels, income sources and work status of the sample.

However given the level of disability the data may suggest some under claiming of benefits. In particular disability living allowance/attendance allowance.

5. RACE EQUALITY IN HOUSING – OUR PRINCIPLES & SERVICE AIMS

Principles

The Housing Service aims to operate and develop its practices to ensure we deliver the service in accordance with the principles set out in Winchester City Council's Equality & Diversity Policy - Statement of Intent, as follows:

Regardless of race, age, religion, gender, sexual orientation, disability or other differences, we are committed to equality for all people. We recognise and value diversity and believe that equality is central to the provision of modern quality services.

We will:

- ▶ Take positive steps to promote equality in employment and will endeavour to ensure our workforce adequately reflects the population we serve
- ▶ Develop our processes of consultation with minority groups to ensure that their needs inform the development of both our Community Strategy and the service we provide
- ▶ Work to integrate the principles of equality within our policies and practices
- ▶ Train our staff so that they are culturally competent and able to provide quality services to all our customers.

The Housing Service operates in accordance with the provisions of the Race Relations Act and the Race Relations Amendment Act 2002.

Service Aims

The 2002 BME Strategy set out a series of objectives which can be considered as the aims of our service provision and these are listed below.

- ▶ 1 Ensure our practices serve to promote equal access to housing services and that we deliver **the same** high standard of service to all our customers
- ▶ 2 To deliver our housing service in line with the CRE code of practice recommendations for rented housing
- ▶ 3 Promote awareness amongst our staff regarding the needs of all customers and how these can be met
- ▶ 4 Promote greater understanding of the services available to all customers
- ▶ 5 Engage the BME community in discussions regarding service provision
- ▶ 6 Establish the needs of BME customers

To help achieve these aims and focus our action appropriately, research has been undertaken using the following sources:

- ▶ The Jigsaw Group
- ▶ Housing Needs Survey 2002
- ▶ Tenant Satisfaction Survey 2004
- ▶ Ethnic Monitoring of Service Delivery

The results from these are detailed in the sections 6 to 9 and the accompanying appendices. These are in addition to issues raised through the Census 2001 which were detailed in Section 4.1.

6. THE JIGSAW GROUP PRIORITIES



Introduction

The City Council is very fortunate to have an effective and committed group of customers, **TACT** (Tenants and Council Together), who operate as a formal consultative body to participate in the way the housing service is delivered and provide an important voice for our tenant community. Although any Winchester City Council tenant is invited to come along the members of this group are primarily white British.

In addition to this group and to provide a forum in which to discuss housing issues which arise primarily from having an ethnic minority background, a new customer user group was established. This group called itself 'Jigsaw', and invited along those customers where cultural background has impacted on their lives.

It is recognised that this group does not operate as fully and as comprehensively as TACT, but it does go some way to provide a voice for BME housing customers.

The City Council is always very appreciative of the time and effort all its residents give to coming along to meetings and joining in debates.

Summary of Jigsaw Debate

For Jigsaw it has been an exciting 18 months and we have come a long way since the first meeting.

Reviewing the debates of the past months has enabled us to identify the issues that were of greatest importance to the group. These were summarised and circulated to the group in early October 2004 and the key objectives from all those raised are listed over the page.

- ▶ Increase the numbers of Jigsaw members
- ▶ Ensure the number of black and minority ethnic tenants is representative of the Winchester BME community
- ▶ Set a target for number of Racial Incidents reported to the Housing Service
- ▶ Ensure Winchester City Council staff are equipped with the knowledge and cultural awareness skills they need appropriate to the their role

Areas for Action

Each of these areas are examined further and translated into objectives for this strategy. The individual actions for each objective are detailed in Appendix 5.

`Jigsaw on the Road'

It was agreed that the original members of `Jigsaw' had laid good foundations on which to develop further involvement of the community in their housing service. The bi-monthly meeting structure had come to a natural conclusion and the way forward would be to identify groups of individuals within the community who meet together and for the facilitators to visit them to discuss housing issues rather than asking them to come to us - `Jigsaw on the Road'.

Members of the group could then choose how they would like to continue to be involved and comment on their service for example:

- ▶ Formal meetings
- ▶ Email
- ▶ Post

This roadshow initiative would be the vehicle by which those interested in being regular group members would be identified.

Tenants to be representative of the Community

The group believed that the cultural background of tenants and service users should be representative of the district community. An objective of this strategy is to establish whether any barriers exist which prevent any groups from accessing the service and to develop monitoring systems to enable an accurate picture to be determined.

The profile of the non white British community of the Winchester district established from the 2001 Census statistics must be considered, i.e. age, income etc. It may be that this community may not make an equal demand on our service out of preference.

Target for Racial Incidents

The Housing Management team receive on average 1 to 3 reports of racial incidents each year. However discussions with other organisations suggest that there are incidences which occur which are either not reported which are not recognised as being racially motivated. The Housing Management team received training in when to record an incident as being racially motivated as opposed to antisocial behaviour. Following discussions with Jigsaw, the members wished to attribute a target to the increase in the number of cases reported annually. Although 20% seems low it is considered to be realistic.

As part of the work involved in meeting the objectives of the first strategy new measures have recently been introduced which will hopefully see an increase in cases reported or correctly recorded.

Racial Incidents are a community issue and with the introduction of the new Neighbourhood Warden posts it may be an opportunity for an objective to be included in the Community Strategy which addresses Racial Incidents and how all district residents can get assistance in addition to council tenants.

Staff Competencies

Obviously this is very involved aim and one which should be discussed corporately and not only from a Housing standpoint. Therefore it will be raised at the People and Issues Group to debate how to proceed.

7. HOUSING NEEDS SURVEY 2002 RESULTS

Introduction

In the Housing Needs Survey 2002, 96 Black and Minority Ethnic (BME) returns were received. These 96 returns represented 1,355 implied households and have been analysed separately to give an insight into the specific housing needs of BME households in the Winchester District. The BME returns include the categories of 'white Irish' and 'white Other' which represent 806 of the 1,355 implied households across the Winchester district.

On this basis of the ethnicity of the household in which the respondent lives, BME households in the sample represent 3.1% of the Winchester district household population.

The response rate among some Black and Minority Ethnic communities was slightly below expectations. Based on the 2001 Census ethnic breakdown, the needs of Bangladeshi, Indian and Chinese households are not well reflected in the data. Responses from White other households were also not representative of the community.

Property Type

The majority of BME respondents live in detached housing (40.3%), with 18.8% living in semi-detached accommodation and 15.9% in terraced accommodation.

The majority of respondents living in detached accommodation have 4 bedrooms (51.2%). 61% of respondents living in semi-detached accommodation have 2 bedrooms. 13.2% of BME respondents live in flats/maisonettes, 69.5% of whom have 2 bed properties.

This is fairly similar to the white British population where 36.3% live in detached housing, 23.8% live in semi-detached housing and 15.5% live in terraced accommodation.

Access to Basic Facilities

99.4% of BME households had central heating. This is well above the national average of 91.5% in 2001 Census and above the 96.5% for white British households in the Winchester area. The 2001 English House Condition Survey (EHCS) found 86% of homes with central heating.

However the EHCS found an average of 76% of homes had double glazing, the Housing Needs survey found only 68.6% of BME households and 64.9% of white British households with double glazing.

Likely to Move

Only 9.7% of BME respondents indicated that their accommodation was inadequate. This compared to 11.4% of white British households. Solutions to this could either be in-house (improvements or repairs) or other. 9% of BME replied that inadequacy could be resolved by in-house solutions compared to 49% of white British (32.5% of which stated reason as too costly to heat).

The other solutions to inadequacy which were those likely to require a move are provided in Table 19 below.

TABLE 19 – SOLUTIONS TO INADEQUACY LIKELY TO REQUIRE A MOVE

Reasons	Numbers of BME	% of BME (all choices in house as well as other)	% White British
Too small	85	59.9	78.8
Housing affecting health of a household member	15	10.8	7.2
Rent/Mortgage	46	32.3	14.8
Tenancy insecure	12	8.2	5.1
Too Large	0	0	11
Total	158	111.2	116.9

Source – Housing Needs Survey 2002

The reasons differ for the ethnic groups; the largest single issue for white British (78.8%) was that the dwelling was too small. Size was an issue for BME, 59.9%, along with the high cost of rent to mortgage. 11% of white British households indicated that their property was too large compared to no BME respondents.

The extent to which the size of the property represents natural demand in market terms or a response to overcrowding is debateable.

Moving

Respondents were asked the reasons that prevented them moving and the results are shown in the Table 20.

TABLE 20 – REASONS PREVENTING A MOVE

	% BME households	% white British households
Unable to buy another home	60	29.5
Unable to afford to move	38.1	63.0
Lack of affordable rented housing	15.3	25.7
Location of employment	5.7	5.6
Family reasons	0	8.5
Local education choices	0	5.1
Other	54.2	16.0

Source – Housing Needs Survey 2002

Reasons for moving out of the district

The most important reason for BME households leaving the District were due to retirement, 39.8% compared to 12.3% of white British respondents. Employment was also a significant reason for moving away for the Winchester district 33.8% compared to 28.8% of white British. 18.6% of BME and 26% of white British gave the reason of lack of affordable housing as the reason for moving.

The majority of those thinking of moving away from the Winchester district indicated that they were moving abroad 48.5% compared to 8.7% white British the majority of whom (37%) were thinking of moving elsewhere in the UK, only 17.8 of BME households were considering moving elsewhere in the UK and 13.5% elsewhere in the south (22.2% of white British).

None of the BME respondents indicated that the reason for them moving was antisocial behaviour, neighbour problems or harassment. This was however an issue for 2.3% of white British households.

Moving Within the District

BME households preferred choice of location as shown in Table 21. This table shows Winchester was the single most commonly chosen location with 96.7%, compared to 54.5% of white British. The only two other specific locations attracting any interest were Wickham and Alresford.

TABLE 21 – PREFERRED LOCATION OF ACCOMMODATION

	Nos	% of BME households	% of white British households
Winchester	146	96.7	54.5
Anywhere in the Winchester District	29	19.4	29.7
Wickham	10	6.6	5.6
Alresford	8	5.4	10.0
Bishops Waltham	0	0	13.1
Denmead	0	0	6.9
Colden Common	0	0	4.3
Kingsworthy	0	0	4.8
West of Waterlooville new settlement	0	0	1.2
In another village	0	0	5.0
Total	193	128.1	135.1

Source – Housing Needs Survey 2002

Employment/closer to work (79%) was the most selected reason by BME households (compared to 36.7% of the white British households) but only marginally more common than nearer/better schools and colleges at 75.2%, better area at 74.4% and better shopping/leisure facilities (74.1%).

White British households most selected reasons, in addition to employment, were because they had always lived there and better area.

Interestingly 20% of BME sample households chose areas as they believed these to away from harassment of any kind although households didn't indicate that this was a reason for moving.

Housing Needs

Table 22 provides the details of the BME housing needs over the next 5 years.

TABLE 22 - TYPE OF ACCOMMODATION REQUIRED BY NUMBER OF BEDROOMS

	Semi-detached	Detached	Supported housing	Total
One	0	0	13	13
Two	46	30	0	76
Three	30	26	0	56
Four or more	0	10	0	10
Total	76	66	13	155

Source – Housing Needs Survey 2002

N.B No responses for Bedsit, caravan / mobile home, detached, terraced, flat / maisonette or bungalow accommodation.

155 BME existing households indicated they would be moving within the Winchester District in the next 5 years. 49% indicated they required semi-detached accommodation of which 40% required 3 bedrooms

43% of moving BME households required detached houses and of these 45.5% required 2 bedrooms and 39.3% required 3 bedrooms.

The largest demand for existing households moving was for 2-bed accommodation, 49%. There was also a large demand for 3 bed properties (36.1%).

The main preference made by BME households moving was for owner occupation, 80.6%. The only other tenure type preferred by BME households being Council rent, 19.4%. 60.5% of those requiring semi-detached accommodation and all of those requiring detached houses preferred owner occupation.

New Households

89 concealed BME households are forming within the Winchester district over the next five years. Of these 14.6% are forming within a year and 68.5% are forming between 1 and 2 years.

16.9% (compared to 4.7% of whole population) of the concealed BME households will contain a child, 14.6% (compared to 1.9% of whole population) will contain two children and 68.5% will contain three or more children. 93% of concealed households of the population as a whole did not contain children.

The majority of the concealed households said they required semi-detached accommodation (75.3% of total responses); of those 77.6% needed two bedrooms.

14.6% of concealed BME households required detached accommodation all of these stated a need for 3 bedrooms. 77.6% who required semi-detached houses indicated a preference for owner occupation, 22.4% for council rent. No other tenure was indicated as preferred.

Summary of Housing Needs Results

The tenure and house type profile of BME communities is similar to that of the population as a whole. Differences include

- ◆ Solving problems of accommodation inadequacies more likely to involve a move for BME respondents
- ◆ Reasons for moving out of the district are for retirement and employment,
- ◆ If moving within the district BME respondents preferences were concentrated very much around Winchester itself, but also some interest in Wickham and Alresford. (In contrast to white British respondents whose preferences were more evenly spread across the whole of the district).

In spite of higher levels of prosperity per household the housing needs data showed Black and Minority Ethnic households being more likely not be able to afford to buy another house. The data suggested that Black and Minority Ethnic households may be more likely to be trapped in unsuitable accommodation, in particular accommodation that is too small*.

Concealed households within the BME community appear to remain in existing households for longer than average in the community, with a higher proportion only moving on to independent accommodation when they have children* . (* – Page 33 - BME Housing Needs and Service Satisfaction Levels – 2004)

Concealed households remaining in existing households for longer may increase the likelihood of existing households reporting that their homes are inadequate because they are too small; this may also make it more likely that existing households can not afford to buy a new home.

Demand from existing BME households planning to move was predominantly for 2 and 3 bed detached and semi detached housing in Winchester. Owner occupation was the preferred form of tenure. Demand from concealed households was also for 2 and 3 bed houses, mainly semi detached owner occupied housing.

Provision of new housing is very much opportunity lead, i.e. as a Council we have little control over where new housing is located, it's developers who decide where to build. In addition to this Planning policy and control requires that whether private or social, 50% of all new housing must be 1 and 2 bedrooms. While this Housing Needs survey detail is useful and can be considered when formulating development plans, the level of control we have as a council to deliver new housing to meet those needs is constrained.

8. TENANT SATISFACTION SURVEY 2004 RESULTS

Introduction

The Tenants Satisfaction Survey returns have been separated into the 4 ethnic groups and analysed to give an insight into the satisfaction levels of the different ethnic groups within the tenant community.

When considering the figures the age profile of the sample must be borne in mind along the proportion of the non white BME group which didn't express an opinion to the satisfaction questions which was higher than for other groups and as a consequence both the satisfaction and dissatisfaction percentages for the group are reduced.

Overall service

Table 23 shows that all the groups have a high level of satisfaction with the service. The white Irish group having the highest level with 90% of their group responding that they were either very satisfied or fairly satisfied with the housing service provided by Winchester City Council, non white BME having the lowest satisfaction rate (79.4%).

TABLE 23 – SATISFACTION OR DISSATISFACTION WITH THE OVERALL SERVICE PROVIDED BY WINCHESTER CITY COUNCIL HOUSING SERVICES

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Very satisfied	42.6	52.3	36.4	31.0
Fairly satisfied	43.4	37.7	50.0	48.4
Neither satisfied nor dissatisfied	8.8	4.6	4.5	13.8
Fairly dissatisfied	3.6	2.3	9.1	3.4
Very dissatisfied	1.6	3.1	0	3.4
Total	100	100	100	100

Source – Tenants Satisfaction Survey 2004

Accommodation

The responses to the question 'How satisfied are you with your accommodation?' varied significantly by ethnic group, as the Table 24 shows. The response from non white BME was significantly lower than for the other groups.

TABLE 24 – SATISFACTION WITH ACCOMMODATION

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Very or fairly satisfied	89.1	93.1	81.8	44.8

Source – Tenants Satisfaction Survey 2004

Condition of Property

The responses to the question 'How satisfied are you with the general condition of the property?' also varied significantly by ethnic group, as the Table 25 below shows. The response from non white BME was significantly lower than for the other groups, although a high proportion declined to express a view.

TABLE 25 – GENERAL CONDITION OF PROPERTY

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Fairly or very good	84.7	90.0	86.3	67.8
Fairly poor or very poor	5.7	6.1	9.0	7.1

Source – Tenants Satisfaction Survey 2004

Area to Live

The responses to the question 'How satisfied are you with the area as a place to live?' are shown in the Table 26 below.

TABLE 26 – SATISFACTION WITH AREA AS A PLACE TO LIVE

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Very satisfied	56.7	64.1	45.5	42.3
Fairly or very dissatisfied	4.9	2.3	13.6	7.6

Source – Tenants Satisfaction Survey 2004

Respondents were asked to identify which problems were an issue where they lived. Table 27 lists these in order of how the number of times the issue was ticked as being either a slight or serious problem.

TABLE 27 – AREA PROBLEMS

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
1	Litter & Rubbish	Vandalism	Vandalism	Litter & rubbish
2	Vandalism	Litter & Rubbish	Litter & Rubbish	Noise from people
3	Dogs	Dogs	plus Other Crime (joint second)	Other Crime

Source – Tenants Satisfaction Survey 2004

Table 27 shows that generally all groups have the same issues about the area in which they live.

Racial Harassment was not a significant issue for any group. Only 64 of all respondents saw it as either a slight or serious problem. Respondents came from various district areas and cultural backgrounds, although the majority were white British (0.9% of the group).

It is recognised that all these area problems are likely to be shared by other residents in the area and are not experienced just by council tenants. In addition, there is a shared responsibility for tackling these types of neighbourhood issues.

Contact with the Council

The proportion of white Other and non white BME respondents who were satisfied with the outcome of their last enquiry is lower than for the other two groups.

TABLE 29 – SATISFACTION WITH FINAL OUTCOME OF LAST ENQUIRY

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Satisfied	76.8	83.2	66.7	64.0
Dissatisfied	14.0	8.0	19.0	20.0

Source – Tenants Satisfaction Survey 2004

Repairs

65.6% of non white BME respondents were either very satisfied or fairly satisfied with the repair and maintenance service. 10.3% were fairly or very dissatisfied with the service. 24.1% failed to record a view.

Table 28 shows that this overall satisfaction is lower than for the other groups.

TABLE 28 - SATISFACTION OR DISSATISFACTION WITH THE WAY WINCHESTER CITY COUNCIL DEALS WITH REPAIRS AND MAINTENANCE

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Very satisfied	43.5	52.8	30.4	31.0
Fairly satisfied	40.9	39.4	52.2	34.5
Neither satisfied nor dissatisfied	6.2	4.6	4.3	17.2
Fairly dissatisfied	4.8	1.6	0	3.5
Very dissatisfied	3.7	1.6	8.7	6.9
No opinion/don't know	0.9	0	4.3	6.9
Total	100	100	99.9	100

Source – Tenants Satisfaction Survey 2004

Opportunities for Participation

The results of satisfaction in opportunities for participation are disappointingly low for all groups. However white Other and white British have the lowest proportion of respondents from their group who are satisfied, with 39.1% of white British not expressing an opinion.

TABLE 30 - SATISFACTION OR DISSATISFACTION WITH THE OPPORTUNITIES FOR PARTICIPATION IN MANAGEMENT AND DECISION – MAKING

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Very satisfied	24.3	34.2	19.0	19.2
Fairly satisfied	32.3	35.0	28.6	46.2
Neither satisfied nor dissatisfied	19.3	15.4	9.5	23.1
Fairly dissatisfied	2.6	1.7	4.8	0
Very dissatisfied	1.7	2.6	9.5	0
No opinion	19.8	11.1	28.6	11.5

Source – Tenants Satisfaction Survey 2004

23% or more of all groups had no view on the recently reviewed Tenant Compact, however the tenant survey was carried out at the same time as the Compact was being consulted on and publicised, and this may account for the results.

TABLE 31 - SATISFACTION OR DISSATISFACTION ARE YOU WITH THE TENANT COMPACT

	% of white British respondents	% of white Irish respondents	% of white Other respondents	% of non white BME respondents
Very satisfied	28.6	40.4	41.7	28.6
Fairly satisfied	33.7	35.1	33.3	28.6
Neither satisfied nor dissatisfied	17.2	8.5	16.7	21.4
Fairly dissatisfied	1.1	0	0	0
Very dissatisfied	1.0	1.1	0	0
Don't Know	18.4	14.9	8.3	21.4
Total	100	100	100	100

Source – Tenants Satisfaction Survey 2004

The data reflects a lack of interest in participation and suggests that interest is falling over time.

Comparison with 2001 Tenants Satisfaction Survey Results

Appendix 6 shows the cultural background of respondents to the 2004 Tenants Satisfaction Survey as compared to those of the 2001 survey.

The figures show a slight increase in the number of those respondents with a white Other and Chinese cultural background, with a decrease in the number of Asians and Blacks who returned questionnaires. Overall there has been a slight fall in the number of questionnaires returned by both white British and BME respondents, but the total number of the survey will have decreased from 2001 as a consequence of Right to buy.

Appendix 6a shows the variances in the satisfaction levels of the respondents of each group to the two surveys. Since the numbers involved are small, one or two respondents can have a significant impact on the results, however they do serve as a useful tool to bench mark the service.

Generally the satisfaction levels of the white Irish group have slightly improved in all categories. Satisfaction is slightly reduced in all areas for white British and especially in Outcome of last Enquiry.

The white Other has seen an improvement in satisfaction in the condition of property and Repairs and a fall in the other areas listed. High proportion of the non white ethnic group failed to express a clear view on many areas. The figures show an improvement in the satisfaction their accommodation but a deterioration in all other areas especially in the condition of their property (the reverse of the white Other group).

The figures show a drop in the satisfaction levels in the final outcome of enquiry for all ethnic groups other than white Irish. This is especially the case for the white British group.

The best value performance indicator, which requires local authorities to carry out tenant satisfaction surveys every 3 years, will provide useful ethnic monitoring data on which to compare with previous results and evaluate the impact of our actions along with the data on which to base future strategies.

Summary of Tenants Satisfaction Survey Results

The survey showed that generally the white British and white Irish groups had similar levels of satisfaction with their service and that these were fairly high, especially the white Irish. The least satisfied group was the non white BME respondents of the sample, although this may reflect the age profile of the sample and/or the number of this group who didn't express an opinion.

Consideration needs to be given as to how to carry out meaningful and useful investigations into the reasons for these differences.

9. RESULTS OF ETHNIC MONITORING OF SERVICE DELIVERY – 2002-2005

The past three years have been spent developing systems to allow cultural background to be correctly recorded and to allow comparisons which will produce useful data. With such a small BME community accuracy is paramount if the data is to be of any value in determining action plans and at this stage it is not felt that the data is robust enough to be included in this document.

Systems continue to be developed and refined, for example new software (React – Antisocial behaviour database) has been purchased to record the process and outcome of reports of nuisance. This will help the service to report on any cultural trends in how the service responds to conflict between residents.

Small Numbers

Looking at the results so far, a key issue is that the statistics can be very easily skewed as a consequence of the outcome of one case, due to the small number of households which have a minority ethnic background.

It is with extreme caution therefore that any deductions are made as to where inequalities may exist, even with 100% accurate systems this will still remain the case.

The results will serve merely as an illustration of service areas whose results may appear to be unrepresentative and therefore warrant further consideration and possible investigation.

Lack of Cultural Background Identification

Another issue is the low number of households who identify their cultural background, making it impossible to determine whether services were equally accessed and delivered fairly.

For some performance indicators there is such a large proportion of cases (90%) with an unknown cultural background or a background which now does not fit into the current classification, it would be inappropriate to make any judgements on the results.

Areas of the service where there is a very current up to date customer base e.g. bed and Breakfast accommodation service users, the classification is more accurate, for areas of the service where the applications being processed are those which were made prior to the system developments and introduction of the new classification, it will be a while before the results will be useful in determining areas which may required targeting.

Summary of Ethnic Monitoring Results

A key objective is to first improve the accuracy of our information systems.

The only clear result which came from internal systems was that households with a different cultural background who have made an application for rehousing, are generally rehoused in the city itself especially within the ward of St Johns and All Saints (41.7%).

The same proportion is housed in level 1-2 flats. The 2002 Housing Needs Survey, found that the respondent sample expressed an over whelming preference for the City itself (96.7%) and it may be that applicants are rehoused in an area of their choice, in accommodation which meets their needs. However it may be that the group are not aware of the areas the Winchester district covers and the alternative choices available.

10. OBJECTIVES AND ACTION PLAN 2005 - 2008

The objectives and areas for action identified above are listed together below. It must be recognised that all these objectives are interrelated and action taken to achieve one objective simultaneously fuels the achievement of other objectives.

The action plan in Appendix 5 identifies the individual tasks, which will help us achieve these objectives along with the Service Aim (see Section 5) to which they relate.

Raised By Jigsaw

- ▶ Increase the numbers of Jigsaw members (*Objective 1*)
- ▶ Ensure the number of black and minority ethnic tenants is representative of the preferences of Winchester BME community (*Objective 2*)
- ▶ Set a target for number of Racial Incidents reported to Housing Services (*Objective 3*)
- ▶ Ensure Winchester City Council staff are equipped with the knowledge and cultural awareness skills they need to carry out their role (*Objective 4*)

Identified through the Census Data

- ▶ Investigate the reasons why some Black and Minority Ethnic communities are under represented in some tenure types (*Objective 2*)

Identified through the Housing Needs Survey

- ▶ Investigate whether BME households are aware of the different tenure types which exist. (*Objective 2*)

Identified through the Tenant Satisfaction Survey Results

- ▶ Try to establish the reasons for the variances in satisfaction levels between the ethnic groups. (*Objective 6*)

Identified through Ethnic Monitoring of Internal Systems

- ▶ Increase the number of homeless applications where the household's cultural background is recorded. (*Objective 5*)
- ▶ Develop monitoring systems such as 'React' to report on equality of processes. (*Objective 5*)
- ▶ Discuss areas of rehousing and meeting first choices. (*Objective 6*)

11. MONITORING & EVALUATING OUR STRATEGY

The Director of Communities has the responsibility for this strategy along with co-ordinating and monitoring our progress towards our objectives.

This strategy covers a 3 year period but some tasks will be carried out on an annual basis, most especially some elements of ethnic monitoring.

The timetable in Appendix 7 identifies how this strategy itself will be monitored.

Information will be gathered, to help focus on areas where action is required in the future, from the following sources

- ▶ Ethnic Monitoring data see below
- ▶ Tenants Satisfaction Survey results – 2007
- ▶ Customer feedback – Jigsaw and other sources

12. 2005-2008 - PROGRAMME OF ETHNIC MONITORING OF SERVICE DELIVERY

It is vital to gather data on service users and their satisfaction levels if we are to determine whether we are delivering the service in accordance with our aims.

A programme of ethnic monitoring was devised for the previous strategy and was based on guidance and good practice recommendations.

This programme has been extended to incorporate issues arising from this strategy and is detailed in Appendix 8. Regular monitoring will continue to provide feedback on how all our customer groups rate the service they receive and should identify any inequalities.

Ethnic monitoring will serve as an invaluable tool to set targets and revise our BME strategy.

Targets

Equality targets are generally framed as outcomes for different ethnic groups. Outcome targets have two main forms:

- ▶ Representation
- ▶ Parity

Representation targets are about the numbers or percentages of different ethnic groups within authorities or using our services.

Parity targets are about how organisational procedures and decisions affect different groups.

The activities identified in the ethnic monitoring plan are mostly either representative or parity targets and these are as follows:

Representation: The distribution of different ethnic groups using our services should match their distribution within the local population

Parity: Overall levels of satisfaction with our service should be the same for all ethnic groups

As our monitoring data becomes more complete and comprehensive it will enable us to make more meaningful comparisons. Any inequalities identified will be targeted and further investigated to identify the cause of the inequality and determine the appropriate action required. From this research more precise and specific time linked targets can be developed.

Frequency

To a large extent the plan has been designed around monitoring processes which already exist, in order to minimise the generation of extra responsibilities when adequate systems are already in place.

As the majority of information will be retrieved from the Tenants Satisfaction Survey carried out every 3 years, this process dictates the frequency of much of the ethnic monitoring.

Once data has been collected it may be found that more frequent monitoring is required in specified areas to check progress towards targets where inequalities are revealed.

Audience

Results of ethnic monitoring will be reported to our stakeholders as follows

TABLE 32 – REPORTING RESULTS OF ETHNIC MONITORING

STAKEHOLDER	METHOD
Members	Cabinet
Tenants	'On the House' TACT
Other Customers	Perspectives
Jigsaw	Briefing papers – emailed, posted, discussed at meetings

As our dialogue improves with the BME community, suggestions on other methods of communicating the outcome of ethnic monitoring will be investigated.

13. ARRANGEMENTS FOR CONSULTATION ON THIS STRATEGY

BME Community

Since we have been fortunate enough that several BME members of the community have been involved in discussing the service and it is their views which have been developed into the key objectives, the consultation with these primary stakeholders has been completed.

They have been given the opportunity to comments on the key issues. It has been decided that circulating the full text of this strategy would achieve no useful outcome.

The 'Jigsaw on the Road' programme will continue to identify the key areas for action and debate the aims of this strategy in a way which is more relevant to the people concerned.

TACT

This document will be presented to the formal consultation group for council tenants -TACT. Their comments will be invited as to this documents content and approach.

It was recognised that the members of the TACT groups are all white Europeans and therefore we are aiming for some representation on TACT by a black or minority ethnic tenant/leaseholder in the future.

The Tenant Compact sets out how the two consultative groups TACT and Jigsaw interrelate and how members of each are welcome to go along to the meetings of the other groups to explain how they see their role.

Existing Tenants and Winchester District Residents

We will advertise the existence of this strategy in an edition of the tenant's newsletter 'On the House' and Perspectives to inform our non council tenant customers.

Prospective Tenants

Those staff responsible for signing up new tenants will ensure that prospective tenants are aware of this existence of this strategy. We will investigate the value of producing a leaflet which provides a short summary of the basic provisions.

Council Employees

City Council officers will be informed of this Strategy's existence in an article in the staff newsletter City Voice. The article will advise front line staff to inform customers about the Strategy and Jigsaw if appropriate to do so and if they are interested will advise how they can be more involved in the Housing Service.

Members

This strategy will be presented to Cabinet for members information and comments.

Legislative Background

The requirement to promote race equality has been a duty for local authorities since the Race Relations Act of 1976. The importance of race is clearly an significant element on the government's agenda and the role of local authorities is paramount in nurturing a community, which is comfortable with its cultural diversity.

The outcome of the Stephen Lawrence Inquiry, which reported on the 'institutional racism' which existed not just in the Police force but in all public organisations saw fundamental questions being raised regarding the approach of public organisations to promoting equality and tackling discrimination.

The disturbances in Burnley, Bradford and Oldham a few years ago caused the government to further strengthen its demands on local authorities with its community cohesion guidance, to ensure organisations consider promoting good race relations in every thing they do.

Race Relations Act 1976 (as amended by the RRAA 2000)

The Race Relations Act 1976 gave public authorities a general duty to promote race equality.

The Governments response to the Stephen Lawrence Inquiry was the Race Relations Amendment Act 2000, which requires all public bodies to actively promote equality. The act introduces both general and specific duties on every local authority.

The general duty requires public authorities to

- ▶ Eliminate discrimination
- ▶ Promote equal opportunities
- ▶ Promote good race relations

The specific duties include producing a Race Equality Scheme, which formally specifies how an organisation intends to meet the requirements of the general duty.

Community Cohesion

Following the disturbances of summer 2001, the government established an Inter-Departmental Ministerial Group to report on the issue.

Its report '*Building Cohesive Communities*' alongside the report of the Community Cohesion Review team, chaired by Ted Cante and the independent inquiry reports into the specific incidents in Burnley and Oldham presented a wealth of data and made a series of recommendations many of which were targeted at local authorities.

These have been translated into draft guidance for local authorities on how to move forward. This guidance acts as a toolkit for best practice.

A cohesive community is one where

- ▶ There is a common vision and a sense of belonging for all communities
- ▶ The diversity of people's different backgrounds and circumstances are appreciated and positively valued
- ▶ Those from different backgrounds have similar life opportunities
- ▶ Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

It is recommended that Councils carry out a baseline assessments of how effectively current policies and programmes promote community cohesion.

Best Value Performance Indicator

BVPI 164 requires local authorities to follow the CRE's code of practice in rented housing.

OBJECTIVES ACTION PLAN

Objective 1

Ensure our practices serve to promote equal access to housing services and that we deliver a high standard of service to our customers

Action	Lead Officer	Target Date	Status
Carry out annual ethnic monitoring to key service areas to identify any inequalities in service delivery	KTK/RW	September 2003	Complete
Investigate the causes of inequalities	JP	July 2003	Data recording not sufficiently robust to reveal inequalities
Outline the appropriate action required to remedy inequalities, along with targets and timescales	JP	November 2003	See above
Ensure all surveys carried out by the department include the appropriate ethnic classification and that the results are cross referenced to it. Raised at DMT previous to 24.10.02	DMT	October 2002	Complete
Feed the products of all the above into future BME strategies and other related strategies	KTK/JP	May 2004	Complete

Objective 2

To deliver our housing service in line with the CRE Code of practice recommendation's for Rented Housing

Section	Action	Lead Officer	Target Date	Status
Equal Opportunities Policies & Strategies for Good Practice	Consult with stakeholders regarding the BME Strategy	JP	November 2002	Complete
Equal Opportunities Policies & Strategies for Good Practice	Make the Race Relations Code of Practice available for inspection	JP	March 2003	Complete
Access to Housing	Devise a programme of policy reviews to identify any procedures which may indirectly discriminate against any group, considering the three areas of Access, Quality & Service Delivery (to link with Best Value feedback)	JP	March 2003	Complete
Access to Housing	Housing Needs Division to develop a policy on dealing with discriminatory instructions from landlords and	DC	December 2002	Complete
Access to Housing & Service Delivery	Change the ethnic classification on the housing application to mirror that recommended by the CRE and included in the 2001 Census – consider a questions which asks for first language	DC	March 2003	Complete
	Amend application form for older persons to include a ethnic classification and develop a information leaflet on how the allocation scheme for older persons hsg	JC		
Access to Housing	Amend current ethnic classification included on Orchard System to mirror that recommended by CRE to facilitate ethnic monitoring of Access to Housing and all other Orchard supported services (arrears, repairs etc)	RW	July 2002	Complete
Access to Housing	Amend Housing Needs Access databases for B&B to facilitate recording ethnic classification	RW	March 2003	Complete
Access to Housing	Amend Access database for nominations to partner organisation to facilitate ethnic classification recording and to link nomination with personal details fields to facilitate monitoring of outcomes	MB/RW	March 2003	Complete
Access to Housing	Train staff to request and input ethnic classification data	JP	March 2003	Complete

Service Delivery	Include an ethnic classification on Complaints Access database when system is set up	RW	July 2002	Complete
Service Delivery	Arrange for representatives of the estate management section to meet to discuss which aspects of their service they consider to be practical and important to monitor	LB/JP	September 2002	Complete
Service Delivery	Following this meeting amend estate management Access databases and complimentary proforma's, as appropriate, to include ethnic classification field	RW	January 2003	Complete
Service Delivery	Train estate management staff on the use of new fields on database and proforma's/application forms	LB	February 2003	?
Service Delivery	Develop Orchard with an automatic flag, which when applied alerts staff to those customers who are unable to understand written or spoken English	RW	July 2002	Complete
Service Delivery	Staff to be made aware of existence of this flag and how to arrange for it to be applied, when they become aware of customers either through sign up or during service delivery	JP	July 2002	Complete
Racial Harassment	Policy and Procedure for rehousing victims of racial harassment to be developed at same time as the policy required for sex offenders	DC	March 2003	Complete
Racial Harassment	Train appropriate staff on sign up procedures to include advising prospective tenants of their obligations and that racial harassment will not be tolerated and that action will be taken if incidents occur and of the existence of this strategy	LB	March 2003	Complete
Racial Harassment	Amend racial harassment procedure to include a clause whereby local tenants are notified of an attack and asked to assist the authorities to identify the perpetrators	LB/CRO	March 2003	Complete
Equal Opportunities	Investigate the value of producing a leaflet outlining the basic principles of this strategy for issue to prospective tenants	JP	March 2003	Not produced
Racial Harassment & Strategies for Good Practice	Local Performance Indicators to be identified, collected, monitored and reported to members and stakeholders (as has been identified through the Best Value process).	DMT	March 2003	Complete
Strategies for Good Practice	Calculate targets for comparison with results of ethnic monitoring.	JP	March 2003	Complete

Objective 3

Promote awareness amongst our staff regarding the needs of all customers and how these can be met.

Action	Lead Officer	Target Date	Status
Engage a specialist organisation to carry out training for all staff members	JP	March 2003	Complete
In conjunction with this organisation devise a training programme which covers the following <ul style="list-style-type: none"> ▶ Train staff according to their role and how they serve BME customers ▶ Awareness of CRE Code of Practice for Rented housing and their responsibilities under it (Obj.2) ▶ Awareness of the Housing Departments BME Strategy ▶ Awareness of Councils Race Equality Scheme ▶ Awareness of the Councils Equal Opportunities policy and their responsibilities under it ▶ Train appropriate staff in how to identify the needs of black and minority ethnic customers ▶ Train appropriate staff in how to promote the services available (Obj.4) ▶ Train appropriate staff in how to access any external resources which may be available to support them ▶ Training to include the techniques and methods for gaining the views of minority ethnic service users (Obj. 5) 	JP	March 2003	Complete (see separate report on training programme in Appendix 2a)
Look to extend training programme to include member and tenants representatives	JP	March 2003	Complete

Objective 4 - Promote greater understanding of the services available to all our customers

Action	Lead Officer	Target Date	Status
Investigate engaging the services of Language Line to provide an appropriate translation	JP	December 2002	Complete
Research and devise a set phrase to be used, which informs people, how to obtain help if they are having difficulty accessing the service.	JP	December 2002	Complete
Identify a specialist group who can assist with compiling this phrase	JP	December 2002	Complete
Arrange for a sign to be placed in Housing Reception with the agreed phrase to alert those to how to find help if they are having difficulty accessing the service	JP	December 2002	Complete
Devise a programme of priority publications (and internet) to be published with the set phrase	JP	December 2002	Not completed
Investigate the value of devising a leaflet for non English speaking customers outlining all the ways in which they can access assistance, to be issued at sign up and copies held by front line staff	JP	December 2002	Complete
Investigate the value of an additional sheet being issued along with the housing application form	JP	December 2002	Available for use

Objective 5 - Engage the BME community in discussions regarding service provision

Action	Lead Officer	Target Date	Status
Contact BME groups and/or specialist organisations in Southampton for suggestions on the most effective method of reach people of BME communities	JP	December 2002	Complete
Advertise in Houseproud and Insight for people interested in forming a focus group.	JP	November 2002	Complete
Through the Tenants Priorities Survey advertise for individuals interested in participating in service reviews		September 2002	Not completed
Devise a poster and arrange for this to be displayed in areas where it is likely to be seen by the target audience.	JP	December 2002	Complete
Once individuals have expressed an interest discuss with them their preferred method of involvement including focus group	JP	February 2003	Complete

Objective 6

Establish the needs of our BME customers and give consideration to any particular needs that arise as a consequence of their low numbers

Action	Lead Officer	Target Date	
Use data received from the tenants satisfaction survey in February 2001, to identify who and where the BME tenants who responded are	JP	October 2002	Complete
Use the data from the Housing Needs survey in October 2002 to provide a clearer picture of who and where our non tenants as well as tenant BME customers are and their needs	JP	April 2003	Complete
Use the data from the 2001 Census when released to further develop an understanding of customers	JP	April 2003	Complete
Use results from ethnic monitoring to identify needs, inequalities and barriers	JP	November 2003	Complete
Use information arising from achieving Objective 5	JP	November 2003	Complete
Research the experience of specialist organisations (as objective 4) to establish any particular needs of small BME communities	JP	December 2002	Not Complete
Learn any lessons from partner organisations with similar community structures.	JP	November 2003	Complete
Use information collected from all the above sources to inform our future BME strategies and other related strategies	KTK/JP	May 2004	Complete

Report on Cultural Awareness Training Programme 2002

Details of Programme

John Twitchin of Diversity Works delivered a series of workshops. John is a specialist in cross-cultural communication. The objectives of the programme are detailed on page 2.

The sessions included

- ◆ one for managers
- ◆ 2 for Repairs and Contract staff
- ◆ 7 for other Front Line staff.
- ◆ One for TACT representatives
- ◆ One for members which was unfortunately cancelled due to lack of interest.

Every member of Housing Services employed at the time of the programme was given the opportunity to attend. 94% of Housing Service employees received a full training day on cultural awareness.

The details of staff who received cultural awareness training by division are contained within the table below.

Division	Number of those who attended a full workshop	Number who attended a <i>part</i> of a workshop	Those who have not received training
Managers	12	0	0
Business Services	5	0	1
Housing Management including tenant participation, caretakers, cleaners, Supported Housing Workers	19	0	1
Housing Needs	6	2	0
Sheltered Housing Employee's – Scheme Managers and care assistants	31	0	1
Central Control including operators and mobile wardens	16	0	0
Development	3	0	0
Property Services	21	0	1
Private Sector Housing	2	0	1
Rent Accounting	3	0	0
Total	118 – 94%	2 – 2%	5 – 4%

An invitation was given to Jacky Adams, Alison Gavin and the portfolio holder for Housing for either themselves or a representative of their team to attend any one of the sessions. Personnel were keen to send a representative but were unfortunately unable to make it to their scheduled event.

Programme Objectives

- ◆ Equip staff to carry out their role effectively
- ◆ Promote a positive experience for all customers
- ◆ Avoid unintentional discrimination
- ◆ Deliver the service to the same standard to all customers
- ◆ Equality in access for all customers – promoting the services available
- ◆ Identify possible barriers
- ◆ Increase dialogue with Black & Minority Ethnic (BME) customers and encourage their involvement in planning & reviewing the delivery of their service

Comments made on Response Sheets

The response sheets were used as a way of identifying how well the workshops meet the objectives and what further action was required.

Response rates were high given that most completed the mostly open ended questions in their own time and sent them in by post.

The Table below details the number of those from each workshop who attended and the number who returned their response sheets as an indication of how representative the responses are (obviously a response rate of 33% provides no more than indicative qualitative comments).

Date of Workshop	Staff Group	Number of delegates	Number of forms returned
20 January 2003	Managers	12	4 – 33%
21 January 2003	Front Line	11	24 – 65%
22 January 2003	Front Line	13	
23 January 2003	Front Line	13	
18 February 2003	Sheltered Housing employees & caretakers	17	15 – 94%
22 February 2003	TACT	6	
26 February 2003	Sheltered Housing employees & caretakers	17 (2 left early)	15 – 100%
24 March 2003	Repairs and Contracts	5	5 – 100%
25 March 2003	Front Line	8	4 – 57%
8 April 2003	Front Line	9	9 – 100%
9 July 2003	Repairs & Contracts	12	12 – 100%

The Table below demonstrates how valuable staff found the workshops.

In terms of the objectives, how successful was the workshop (some ticked more than one)	21.01	22.01	23.01	18.02	25.02	24.03	25.03	08.04	09.07
◆ Excellent much better than expected, a powerful stimulus to us individually and as a group		36%		93%	100%	20%	0	11%	42%
◆ Very Good – interesting, involving and constructively thought provoking		78%		50%	13%	100%	100%	78%	50%
◆ Good – Quite useful		50%		6%	0	20%	0	11%	8%
◆ Nothing special – little new or helpful to most here		0		0	0	0	0	0	0
◆ A waste of time		0		0	0	0	0	1	0

There were recurrent requests for more time and this shows success for motivational/awareness-raising. Staff should get the discussion time they need if the 32 point follow up discussions take place in their teams as advised on the workshops.

It was noticeable that most saw all the listed topics as benefits, especially the questionnaire debrief on Winchester City Council's policies, dealing with names and cross cultural communication skills.

The replies to other questions give encouraging evidence of a commitment from staff to carry equality/diversity forward.

Follow Up Survey

It is advised that a follow up survey is undertaken and John has provided the text to enable us to carry out such an exercise should we consider this to be of value.

A follow up survey is an integrated step in any professionally organised training project to make a reality check on

- ◆ Which of the actions that participants say in their Response Sheets they intend to do immediately after the sessions are actually undertaken
- ◆ Whether the tools and resources provided to help managers develop their teams have been used and to what effect.

The Race Relations (Amendment) Act has extended the RRA to cover teams' equality of service delivery and it requires public service organisations to train staff for this, and to monitor effectiveness of such training.

Such follow up surveys serve as important reminders to managers, to reinforce key points covered in the workshops and engage with their teams to promote continuing staff development in equality/diversity.

The survey also constitutes a consultative exercise for senior managers to inform their decision making strategies of staff development for diversity. It can reveal any endemic barriers to implementing policies, or to making changes that monitoring indicates a need for. It will show what line managers are themselves looking for by way of support to take policy implementation forward.

Action Plan

The bullet points below were areas where action was identified either on the response sheets or on the workshops themselves. Further details on the answers to the key questions are detailed in Appendix 1.

- ◆ Audit computer systems to allow data to be recorded effectively/flexibly
- ◆ Audit forms with the same purpose
- ◆ Consider regular refresher training
- ◆ Organise further workshops for new staff as part of induction training.
- ◆ Investigate the feasibility for a specialist day on handling and preventing harassment
- ◆ Share our experience with CMT for all other council employees to benefit
- ◆ Draw up guidelines on different cultures for staff reference

Summary

The majority of Housing Service personnel have received training in cultural awareness.

Most found the workshop useful and enjoyable. Techniques for asking peoples names and appreciating how easily misunderstandings can occur between two people both speaking English but coming from different cultural backgrounds were recorded as being of particular value and 'eye-opening'

A common theme was the feeling of this was just the tip of the iceberg and that further training was required. Many issues arising need to be driven forward corporately and departmentally.

A large proportion of those who completed the response sheets (67%) requested training in preventing and dealing with harassment. Housing Management have organised a day on this topic in December.

Another key area identified was the need for research into different cultural communities' perceptions and expectations of service. (60% of respondents)

Further training on all aspects of diversity is required. Personnel are arranging training on all areas of diversity as part of the Councils Equality and Diversity Policy for all the Council.

A follow up survey would be useful to build on the work already done.

Occupation, Industry and Economic Activity Statistics for Winchester District

Table 1	% White: British	% of White Irish	% White Other	% of non white Black and Minority Ethnic
OCCUPATION - as a percentage of working people				
1. Managers and Senior Officials	19.4	22.3	20.5	16.8
2. Professional Occupations	16.8	21.5	25.8	22.8
3. Associate Professionals and Technical Occupations	15.6	17.2	16.2	18.9
4. Administrative and Secretarial Occupations	12.2	12.1	10.3	10.2
5. Skilled Trades Occupations	9.9	6.2	5.1	5.8
6. Personal Service Occupations	6.0	6.2	7.8	3.9
7. Sales and Customer Service Occupations	5.9	2.1	4.4	9.2
8. Process; Plant and Machine Operatives	4.4	3.8	1.3	2.4
9. Elementary Occupations	9.8	8.6	8.6	10.0
Total	100.0	100.0	100.0	100.0

Source - Census 2001

Table 2	% White: British	% of White Irish	% White Other	% of non white Black and Minority Ethnic
INDUSTRY - as a percentage of working people				
A. Agriculture; Hunting and Forestry	2.9	1.9	2.1	1.7
B. Fishing	0.0	0.0	0.0	0.0
C. Mining and Quarrying	0.1	0.0	0.4	0.3
D. Manufacturing	9.5	9.1	10.7	7.6
E. Electricity; Gas and Water Supply	0.5	0.8	0.2	0.6
F. Construction	6.5	6.2	1.4	2.0
G. Wholesale and Retail Trade	13.8	10.5	8.8	14.0
H. Hotels and Catering; Repairs	4.5	4.8	7.7	12.4
I. Transport; Storage and Communication	5.4	5.9	4.9	4.7
J. Financial Intermediation	3.7	4.0	4.0	2.1
K. Real Estate; Renting and Business Activities	17.9	16.3	21.5	18.8
L. Public Administration and Defence; Social Security	9.2	8.3	4.7	8.4
M. Education	9.7	8.0	14.0	7.3
N. Health and Social Work	10.6	18.8	12.4	17.5
O; P; Q Other	5.7	5.4	7.2	2.6
Total	100.0	100.0	100.0	100.0

Source - Census 2001

Table 3	% White: British	% of White Irish	% White Other	% of non white Black and Minority Ethnic
ECONOMIC ACTIVITY				
Economically active				
Employee/Full-time	59.2	59.6	59.7	58.2
Employee/Part-time	17.5	16.7	16.6	13.7
Self-employed/Full-time	11.2	10.5	9.5	9.1
Self-employed/Part-time	4.4	3.9	5.5	3.9
Unemployed	2.3	3.6	2.2	3.9
Full-time student	5.4	5.7	6.5	11.2
Total	100.0	100.0	100.0	100.0
Economically inactive				
Retired	47.6	44.8	24.5	9.3
Student	16.4	19.3	25.6	50.5
Looking after home/family	20.4	20.8	33.5	19.5
Permanently sick or disabled	8.4	8.0	4.6	5.2
Other	7.2	7.1	11.8	15.5
Total	100.0	100.0	100.0	100.0

Source - Census 2001

Area of Residence Statistics for Tenants Satisfaction Survey Respondents 2004

Area	% White British	% White Irish	% White Other	% of non White Black and Minority Ethnic
Abbots Barton	3.2	0.8	8.7	0.0
Central	13.3	15.2	8.7	13.8
Highcliffe	5.4	9.1	0.0	7.0
Stanmore	14.0	8.3	4.3	20.8
Weeke	7.7	9.1	13.0	7.0
Winnall	8.9	4.5	21.7	17.2
Bishops Waltham	6.1	7.6	8.7	3.4
Colden Common	3.1	1.5	0.0	3.4
Denmead	3.2	3.0	0.0	3.4
Kingsworthy	5.0	6.8	8.7	3.4
New Alresford	6.0	7.6	4.3	3.4
Wickham	4.6	5.3	4.3	3.4
Other Areas	19.5	21.2	17.6	13.8
Total	100	100	100.0	100.0

Source - TSS 2004

OBJECTIVES ACTION PLAN – 2005 - 2008

Objective 1	Relates to which Service Aims	Source
Increase the number of members of the Jigsaw Group	4, 5 & 6	Jigsaw Group

Action	Lead Officer	Target Date
Develop Information Packs about the group, to include a poster and a leaflet with a tear off joining slip, with a advice panels to be translated into key local languages	JP	April 2006
A database of staff and customer welfare officers at various organisations to be developed, who will display information packs	JP	April 2006
'Jigsaw on the Road' - Jigsaw Group facilitators with or without Jigsaw Group members to visit 4 venues in the Winchester district in 2005/6 to discuss the Jigsaw Group and how it benefits both the council and the community	JP	April 2006
Develop a variety of ways, which provides people with a choice of how they can be involved and record their views	JP	April 2006

Evaluation of whether action have been successful

Increase the number of members of the Jigsaw Group from 4 to 6

Objective 2	Relates to which Service Aims	Source
Aim for the number of black and minority ethnic tenants is representative of the preferences of Winchester BME community	1 & 4	Jigsaw Group Census 2001 Housing Needs Survey 2002

Action	Lead Officer	Target Date
<p>When visiting groups as part of the 'Jigsaw on the Road' programme – discuss the following</p> <ul style="list-style-type: none"> ◆ The reasons for the variance in representation of different cultural backgrounds between the tenure types ◆ Whether this is as a consequence of poor communication of entitlement or due to processes ◆ Whether BME households are aware of the different tenure types which exist. ◆ Whether BME households within the Winchester district have a tenure preference which differs from white British community (and whether aiming to ensure all communities are representative would be unrealistic and would mask the difference aspirations of the cultural groups). <p>Take appropriate action to address any barriers identified through the Jigsaw on the Road process and include in the 2008-2011 strategy</p>	JP	April 2008
	Director of Communities	April 2008

Evaluation of whether action have been successful

(If investigations conclude that all ethnic groups have same tenure preferences)

Annual report from the Orchard Database - target the cultural background of tenants is representative of the local community.

Ethnic Monitoring of those service functions which deal with access to the service – target parity with white British applications.

Objective 3	Relates to which Service Aims	Source
Increase awareness of what are and how to report racial incidents	2 & 3	Jigsaw Group

Action	Lead Officer	Target Date
Set a target for a 20% increase in the number of Racial Incidents reported last year to housing services	Head of Landlord Services	April 2007
Raise the issue corporately of how increased awareness of racial harassment can be achieved	Director of Communities	April 2006

Evaluation of whether action have been successful

Meet the target for the number of Racial Incidents reported to housing services
 Tenants Satisfaction Survey (TSS) 2007 continues to report on a low number of respondents who state they believe racial harassment to be problem in their area

Objective 4	Relates to which Service Aims	Source
Ensure Winchester City Council staff are equipped with the knowledge and cultural awareness skills they need to carry out their role	1, 2 & 3	Jigsaw Group

Action	Lead Officer	Target Date
<p>Make representation to the People Issues Group of Jigsaw priorities</p> <ul style="list-style-type: none"> ◆ When vacancies occur in key front posts, revise the personal specification to include the requirement of expertise in dealing with diversity issues and having cultural awareness ◆ Consider how many and which posts should include this element in their person specification ◆ Devise a programme of Refresher training in all aspects of diversity 	Director of Communities	April 2006

Evaluation of whether action have been successful

Feedback from Jigsaw on the Road
Review of Complaints database

TSS 2007 sees an increased satisfaction from BME respondents in the outcome of their enquiries

Objective 5	Relates to which Service Aims	Source
Increase the accuracy of internal ethnic monitoring systems and the value of the data.	1 & 2	Internal Ethnic Monitoring Systems

Action	Lead Officer	Target Date
Officers to explain why providing cultural background is important as it allows the city council to check that the service is delivered equitably	JP	April 2006
Train officers to explain the need for this information and include in housing need interview	Housing Choice Manager	April 2006
Develop monitoring systems such as 'React' to report on equality of processes	RW	April 2006
When appropriate to do so confirm cultural background for those currently unidentified on the database and update	RW	April 2006

Evaluation of whether action have been successful

Increase the number of Homeless Applications where cultural background is recorded from 12% to 30%
 Reduce the number of service users with unknown cultural background by 20%

Objective 6	Relates to which Service Aims	Source
Meet Housing Needs of BME community	1, 2 & 6	Housing Needs Survey 2002 Tenant Satisfaction Survey 2004 Internal Ethnic Monitoring Systems

Action	Lead Officer	Target Date
<p>When visiting groups as part of the 'Jigsaw on the Road' programme – discuss and report back on the following</p> <ul style="list-style-type: none"> Customer expectations as regards their accommodation and condition of property If the opportunity presents itself research specific housing needs of small BME communities in Winchester, including Bangladeshi, Indian and Chinese 	JP	April 2006
<p>Development</p> <p>Within the constraints of planning policy and development opportunities, ensure developments</p> <ul style="list-style-type: none"> Give due consideration to the specific area and property type needs as is possible. Ensure development plans recognise that BME concealed households will be of a larger household size than white British 	Development Manager	2006
<p>Access</p> <p>Discuss areas of rehousing and whether this meets applicants first choices – are majority of BME applicants being rehoused in City Centre as a consequence of their preference, are they aware of the other areas the district covers</p>	Housing Choice Manager	September 2005

Evaluation of whether action have been successful

TSS 2007 sees an increased satisfaction from BME respondents
Development plans demonstrate consideration for particular needs identified from 2002 HNS
Internal Monitoring systems – Parity between all ethnic groups in being rehoused in their area of first choice

**COMPARISON OF THE ETHNIC ORIGIN OF RESPONDENTS TO THE 2001 TENANTS
SATISFACTION SURVEY AND THE 2004 TENANTS SATISFACTION SURVEY**

Ethnic Classification	Percentage of return 2001	Percentage of return 2004
<i>White</i>		
White British	94.0	94.0
White Irish	4.4	4.2
White Other	0.4	0.7
<i>Mixed</i>		
Mixed White & Black Caribbean	0	0.1
Mixed – White & Black African	0	0.0
Mixed – White & Asian	0.1	0.0
Mixed Other	0	0.1
<i>Asian or Asian British</i>		
Indian	-	0
Pakistani	-	0
Bangladeshi	0.2	0.1
Other Asian	0.5	0.2
<i>Black or Black British</i>		
Black Caribbean	0.5	0.3
Black African	-	0
Black Other	-	0.1
<i>Chinese or other ethnic group</i>		
Chinese	-	0.1
Other	-	0.1
Total non white BME	1.2%	0.9%
Total Respondents	100%	100%

APPENDIX 6A

COMPARISON OF THE SATISFACTION LEVELS OF RESPONDENTS TO THE 2001 TENANTS SATISFACTION SURVEY AND THE 2004 TENANTS SATISFACTION SURVEY

Standard		% White British		% White Irish		% White Other		% White Other		% non white BME	
		2001	2004	2001	2004	2001	2004	2001	2004	2001	2004
Overall Satisfaction with Service	Satisfied	86.3	86	87.1	90.0	92.8	86.4	82.1	79.3		
	Dissatisfied	4.9	5.2	3.5	5.4	7.1	9.1	5.1	6.8		
Satisfaction with Accommodation	Satisfied	91	89.1	89	93.1	92.9	81.8	31.6	44.8		
	Dissatisfied	4.0	5.4	4.4	4.6	7.1	13.6	5.3	10.3		
Satisfaction with Area as a place to live	Satisfied	90.6	88.9	91.2	95.4	85.7	81.9	80.0	73.1		
	Dissatisfied	4.3	4.9	5.1	2.3	7.1	13.6	6.7	7.6		
Satisfaction with Condition of Property	Satisfied	86.8	84.7	88.3	90.0	78.5	86.3	87.2	67.8		
	Dissatisfied	4.6	5.7	9.3	6.1	7.1	9.0	5.1	7.1		
Satisfaction Levels with the Repairs service	Satisfied	85.9	84.4	83.6	92.2	78.6	82.6	79.5	65.5		
	Dissatisfied	7.3	4.6	9.7	3.2	7.1	8.7	5.1	10.3		
Satisfaction with Final Outcome of most recent Enquiry	Satisfied	92.6	76.8	80.8	83.2	72.7	66.7	75.8	64.0		

Source Tenants Satisfaction Surveys 2001 & 2004

TIMETABLE FOR MONITORING THE BME STRATEGY

Adopt BME Strategy 2005-2008	November 2005
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Year 1

Consolidate the key issues raised through 'Jigsaw on the Road'	February 2006
Carry out ethnic monitoring in line with programme for areas not covered by Tenants Satisfaction Survey	April 2006
Report to stakeholders on results of ethnic monitoring and Jigsaw issues	July 2006

Year 2

Carry out ethnic monitoring to key service areas and report to DMT	April 2007
Results of Tenants Satisfaction Survey	Summer 2007
Commence review of Strategy & Action plan with results from Tenants Satisfaction survey and ethnic monitoring and propose new objectives	October 2007

Year 3

Carry out ethnic monitoring to key service areas and report to DMT – check results against proposed new objectives	April 2008
Report/Consult on Revised BME Strategy, Objectives & Action Plan	May to September 2008
Adopt BME Strategy 2008-2011, Objectives and Action Plan	November 2008

Ethnic Monitoring Plan – Service Delivery

Division	EM Ref	Activity	Detail	How	Target	Frequency	Who
Access to Service	ABO 1	<i>Homeless Applications</i>	Number of Homeless Applications	Orchard & Business Objects	Representative	6 monthly	RW
	ABO 2	<i>JHR Applications</i>	Number of JHR Applications	Orchard & Business Objects	Representative	6 monthly	RW
	ABO 3	<i>Number of Council Tenants</i>	Number of Council Tenants	Orchard & Business Objects	Representative	6 monthly	RW
Housing Needs	HBO 1	<i>Homeless applications and acceptances</i>	Time spent in temporary accommodation (hostel & B&B)	Access & Orchard Databases & Business Objects	Parity	6 monthly	RW
	HBO 2	<i>Homeless applications and acceptances</i>	Number of applicants accepted as homeless (HBO2a) number accepted on JHR (HBO2b)	Orchard & Business Objects	Parity	6 monthly	RW
	HBO 3	<i>General housing applications</i>	Time spent on waiting list before permanently rehoused	Orchard & Business Objects	Parity	6 monthly	RW
	HBO 4	<i>Housing Transfer applications</i>	Number who received transfer offers	Orchard & Business Objects	Parity	6 monthly	RW
	HBO 5		Number of housing transfers acceptances	Orchard & Business Objects	Parity	6 monthly	RW
	HBO 6	<i>All lettings</i>	Number of lettings made where offer accepted is area of first choice	Orchard & Business Objects	Parity	6 monthly	RW
	HBO 7	<i>All lettings</i>	Which ward and in which type of property are the different groups being rehoused	Orchard & Business Objects	Parity	6 monthly	
	HBO 8	<i>Nominations to outside agencies</i>	Number made to each partner organisation and outcome	Access database & either access query or B. Objects	Representative & Parity	6 monthly	RW

Appendix 8

Housing Management	MBO 1	Racist Incidents	Number and outcome	Manual audit	Trends i.e. one estate is over represented & Policy meets the needs of the individuals.	6 monthly	LB
	MBO 2	Neighbour Nuisance	Number of neighbour and nuisance problems reported and investigated by management area	Access and Business Objects	Representative	6 monthly	RW
	MBO 3	Neighbour Nuisance	Number of neighbour and nuisance problems reported and investigated by type of problem	Access and Business Objects	Representative	6 monthly	RW
	MBO 4	Permissions	Number of permissions request received, by type and outcome	Access and Business Objects	Parity	6 monthly	RW
	MBO 5	Successions	Number of Succession applications received by outcome	Access and Business Objects	Parity	6 monthly	RW
	MBO 6	Assignments	Number of Assignment applications received by outcome	Access and Business Objects	Parity	6 monthly	RW
	MBO 7	Domestic Violence	Number of cases reported by outcome	Access and Business Objects	Representative	6 monthly	RW
	MBO 8	Supporting People	Number of cases	Access and Business Objects	Representative	6 monthly	RW
	MBO 9	Arrears	Number of tenancies at following stages NSP, CAPP, SPO, Eviction	Orchard and Business Objects	Parity	6 monthly	RW
	TSS 1	Estate Area	Satisfaction with area as a place to live	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 2	Estate Problems	Perception of estate problems including drugs, graffiti, racial harassment	Tenants Satisfaction survey	Parity	Every 3 years	JP

Appendix 8

Property Services	TSS 3	Repairs to council property	General satisfaction with the repairs service	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 4		Satisfaction with aspects of their last repair	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 5	Condition of property	Satisfaction with general condition of property	Tenants Satisfaction survey	Parity	Every 3 years	JP
General	TSS 6	Accommodation	Satisfaction levels	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 7	Rent	Rent represents good value for money	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 8	Contact with WCC	Getting hold of the right person, attitude of staff and outcome	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 9	Information	Satisfaction levels with how WCC keep customers informed	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 10	Taking account of customers decisions	Perception of how much account is taken of customers views	Tenants Satisfaction survey	Parity	Every 3 years	JP
	TSS 11	Participation	Satisfaction levels with the opportunities for participation in decision making	Tenants Satisfaction survey	Parity	Every 3 years	JP
Business Services	GBO 1	Complaints	Number of complaints and outcome	Business Objects report on the complaints database	Representative	6 monthly	RW
	GBO 2	Customer surveys	All surveys to include the recommended ethnic classification question and results to be cross referenced				

Ethnic Monitoring - Reference Key			MBO	Management - Business Objects
ABO	Access to Service – business Objects		GBO	General – Business Objects
HBO	Homeless – Business Objects		TSS	Tenants Satisfaction Survey

Race Equality Impact Assessment Report

Policy	Black and Minority Ethnic Strategy for Housing Services 2005-2008
Date	September 2005

Section 1 – Description of Proposed Policy

This Strategy follows on from the first Black and Minority Ethnic Strategy for Housing Services. The objectives of the first document were largely achieved and laid the foundations for evaluating the fairness of our service and meeting the needs of our BME community.

This next strategy sets out how the service will build on those foundations and progress following the achievements of the previous 3 years. It presents the aims of the housing service in meeting the needs of its culturally diverse community, and sets out our objectives and targets for the next 3 years to help us deliver to those aims.

The Strategy outlines

- What we currently know about our customer group
- What we currently understand to be their needs and priorities
- Possible barriers to accessing the service and inequalities
- Where there are gaps in this information
- How we intend to fill these gaps
- How we will use this information to improve the equality of service delivery.

Section 2 – Policy Assessment

The aim of the policy is to achieve equal access and service delivery for all users and in itself should tackle any unfavourable impact as a consequence of race.

When examining the data the actions required were originally based on considering all non white British households as one group. However the Council's Research Officer advised that this approach hid important differences between the ethnic groups and could make objectives and actions inappropriate for the community as a whole.

Where practical the data was reworked and as a consequence a clearer picture emerged of the profile of the different cultural groups within our ethnic community and the Strategy became more sound in its approach.

However it is recognised that care needs to be taken when publicising the Strategy to avoid any possible resentment from the white majority which could still have an adverse impact on good race relations.

The perception that preferential treatment is being given to minority groups needs to be attacked and the clear message that the strategy is about ensuring **equal** opportunity and **same** standard of service.

The Council has the responsibility to ensure all its community are able to access and receive the services it provides, this is clearly set out in the Council's Equality and Diversity Policy. It is recognised that certain groups will need wider consideration to ensure their needs are met, ethnic minorities are just one of those groups. The role this Strategy plays within the wider picture needs to be understood.

Section 3 – Consultation

October 2004	Jigsaw Group Feedback	Identified series of issues throughout the meetings, which were listed and circulated.
December 2004	Team Leaders John Kelly DMT	Objectives – not sufficiently targeted Statistics required further definition to be of use.
May 2005	Team leaders	Revised Objectives
July 2005	Jigsaw Group	Newsletter asking for comments regarding the approach we are taking – 'have we got it right'?
July 2005	Corporate Officers People Issues Group	Revised Statistics and full strategy documents
September 2005	Local Strategic Partnership via Lead for Housing	Full strategy documents
October 2005	TACT	Full documents and First draft of the Race Equality Assessment Report
November 2005	Cabinet and members	Full documents and First draft of the Race Equality Assessment Report
To Follow	Possible targeted mailshot to non white British ethnic groups. City Voice article for views from staff with a cultural perspective	

Section 4 – Conclusions

Looking at the all the data available there are some service delivery disparities which the Strategy itself aims to address.

Changes have been made to how the data is analysed and represented to ensure a more appropriate approach is adopted.

Clear messages need to be delivered to avoid possible resentment which could damage good race relations.

Section 5 – Adopted Policy

The main principles and objectives of the policy remain unaltered. What has been changed is how the data is analysed, the text of the report and the consideration being given to how its existence is publicised.

Section 6 – Monitoring Arrangements

Please see Appendix 5 of the Strategy for how the product of the strategy will be monitored and Appendix 7 for how the Strategy itself will be monitored.

REFERENCES

References for BME Strategy 2002 – 2005

TITLE	SOURCE	DATE
Census, April 2001	Office for National Statistics	
Winchester City Council BME Housing Needs and Service Satisfaction Levels 2004	DCA	December 2004
Winchester City Council Tenants Satisfaction Survey – Final Report	DCA	July 2004
Winchester City Council Tenants Satisfaction Survey – Final Report	DCA	May 2000

References for BME Strategy 2002 – 2005

As the revised Strategy has been developed from the first it is possible that some text may remain either within the strategy itself or the Appendices which emanates from the references used for the first strategy and therefore these are listed below.

TITLE	SOURCE	DATE
Draft Guidance on Community Cohesion	LGA, DTLR, Home office, CRE	May 2002
The Stephen Lawrence Inquiry and Home Secretary's Action Plan: Initial guidance for Local Authorities	Palmer. S & Hunt J	June 1999
Ethnic Monitoring (Consultation Draft)	CRE	Dec 2001

References

Statutory code of practice on the duty to promote race equality – A Guide for Public Authorities (Consultation Draft)	CRE	
Code of Practice on the duty to promote race equality (Consultation Draft)	CRE	
Race Equality In Housing A strategy for 2001 – 2004	Test Valley B.C	
Black and Minority Ethnic Housing Statement	EHDC	March 2002
Code of Practice for Rented Housing	CRE	January 1991