

## **Vale of Glamorgan Council**

# **The Housing Circumstances of Black and Minority Ethnic Households in the Vale of Glamorgan**

**Prepared by Cymru Equality & Diversity Consortium  
(CEDC)**

**March 2004**

## Introduction

This section of the report has been produced following a desk top study of published information about BME households in the Vale of Glamorgan. The study has drawn mainly on the Standard Tables for Wards in England and Wales from the 2001 Census to develop a picture of the housing circumstances of BME households. This data shows information at both a local authority wide and ward level, including a series of tables on ethnicity and a range of other variables. The report whilst providing information on the circumstances of all ethnic groups in the Vale of Glamorgan, excludes the following ethnic groups from the detailed analysis:

- White : British
- White : Irish
- White : Other White

## BME Households in the Vale of Glamorgan

At the time of the 2001 Census there were 119,292 people living in 48,753 households in the Vale of Glamorgan. There were 2,576 people from BME groups living in 802 households at the time of the Census and this constitutes 2.16% of the total resident population and 1.65% of the resident households in the area. Table 1 below shows the numbers of resident and households living in The Vale of Glamorgan by ethnic group.

*Table 1. Households and Persons by Ethnic Group in the Vale of Glamorgan. Source ONS Census 2001 Standard Table 106 and Table KS06AN*

<b>Ethnic Group</b>	<b>No. of Households</b>	<b>No of Persons</b>
All Households	48,753	119,292
White: British	46,927	114,261
White: Irish	361	680
White: Other White	663	1,775
Mixed: White and Black Caribbean	110	418
Mixed: White and Black African	52	167
Mixed: White and Asian	50	296
Mixed: Other Mixed	70	252
Asian or Asian British: Indian	106	313
Asian or Asian British: Pakistani	62	186
Asian or Asian British: Bangladeshi	32	102
Asian or Asian British Other: Asian	47	103
Black or Black British Black: Caribbean	77	129
Black or Black British: Black African	29	113
Black or Black British: Other Black	25	31
Chinese or Other Ethnic Group: Chinese	84	256
Chinese or Other Ethnic Group: Other Ethnic Group	58	210

The largest minority ethnic groups in terms of the number of households are as follows:

- Mixed:White Black Caribbean
- Asian or Asian British: Indian
- Chinese or Other Ethnic Group: Chinese
- Black or Black British: Black African

## Average Household Size

Table 2 below shows the mean average household size of all ethnic groups in the Vale of Glamorgan at the time of the 2001 Census. The average household size is expressed the number of persons per household. The data is drawn from two sources Standard Table 106 and Table KS06AN.

*Table 2 Average Household Size by Ethnic Group in the Vale of Glamorgan.* Source ONS Census 2001 Standard Table 106 and Table KS06AN.

<b>Ethnic Group</b>	<b>Average Household Size</b>
All Ethnic Groups	2.45
White: British	2.43
White: Irish	1.89
White: Other White	2.69
Mixed: White and Black Caribbean	3.94
Mixed: White and Black African	2.93
Mixed: White and Asian	5.48
Mixed: Other Mixed	3.41
Asian or Asian British: Indian	2.75
Asian or Asian British: Pakistani	3.10
Asian or Asian British: Bangladeshi	6.41
Asian or Asian British Other: Asian	2.58
Black or Black British Black: Caribbean	1.63
Black or Black British: Black African	3.32
Black or Black British: Other Black	2.1
Chinese or Other Ethnic Group: Chinese	7.62
Chinese or Other Ethnic Group: Other Ethnic Group	3.13

Table 2 demonstrates that generally BME households are larger than the average household in the Vale of Glamorgan. The following ethnic groups live in households substantially larger than the all household Vale of Glamorgan average:

- Mixed: White and Black Caribbean;
- Mixed: White and Asian;
- Asian or Asian British: Bangladeshi; and,
- Chinese or Other Ethnic Group: Chinese

## Geographical Distribution of BME Households in The Vale of Glamorgan

Analysis of Standard Table 106 of the 2001 Census "Household Composition by Ethnic Group of the Household Reference Person" enables us to establish the geographical distribution of BME households in Vale of Glamorgan at the time of the 2001 Census. The fact that the BME population in the Vale of Glamorgan is small and dispersed creates difficulties in terms of the analysis of the population of BME households at a ward level. To ensure confidentiality of data gathered during the 2001 Census, ONS manipulate the data at ward level where there is a risk of households being identified. In many of the wards in the Vale of Glamorgan where BME households are living there are minimal numbers so the exact figure has not been inserted to protect confidentiality. This means that we cannot state with any degree of certainty the exact number of BME households living in certain wards, apart from the fact that they are few in number. For this reason the tables below do not show exact numbers, but wards that fall within a range of values.

The Vale of Glamorgan is divided into 22 electoral divisions or wards. Analysis of Table 106 shows that all wards in the Vale contained at least one resident BME household at the time of the 2001 Census. Table 3 below shows the three wards that contain between 1 and 10 resident BME households.

*Table 3. Electoral wards in The Vale of Glamorgan containing between 1 and 10 resident BME households* Source ONS Census 2001 Standard Table 106

Name of Wards		
Llandough	St.Athan	Wenvoe

Further analysis of Standard Table 106 shows that six wards in the Vale of Glamorgan contained between 11 and 25 resident BME household at the time of the 2001 Census. These are shown in Table 4 below:

*Table 4. Electoral wards in The Vale of Glamorgan containing between 11 and 25 resident BME households* Source ONS Census 2001 Standard Table 106

Name of Wards		
Baruc	Cowbridge	Llandow/Ewenny
Peterson-super-Ely	Rhoose	St. Bride's Major

Table 5 below shows the 6 wards that contained between 26 and 50 resident BME households at the time of the 2001 Census.

*Table 5. Electoral wards in The Vale of Glamorgan containing between 26 to 50 resident BME households* Source ONS Census 2001 Standard Table 106

Name of Wards		
Buttrills	Castleland	Dyfan
Gibbonsdown	Stanwell	Sully

Table 6 below shows the 5 wards in the Vale of Glamorgan that contained between 51 to 75 resident BME households at the time of the 2001 Census.

*Table 6. Electoral wards in The Vale of Glamorgan containing between 51 to 75 resident BME households. Source ONS Census 2001 Standard Table 106*

Name of Wards		
Cornerswell	Court	Dinas Powys
Illtyd	Llantwit Major	

Table 7 below shows the 1 ward in the Vale of Glamorgan that contained between 76 to 100 resident BME households at the time of the 2001 Census.

*Table 7. Electoral wards in The Vale of Glamorgan containing between 76 to 100 resident BME households. Source ONS Census 2001 Standard Table 106*

Name of Wards		
Cadoc		

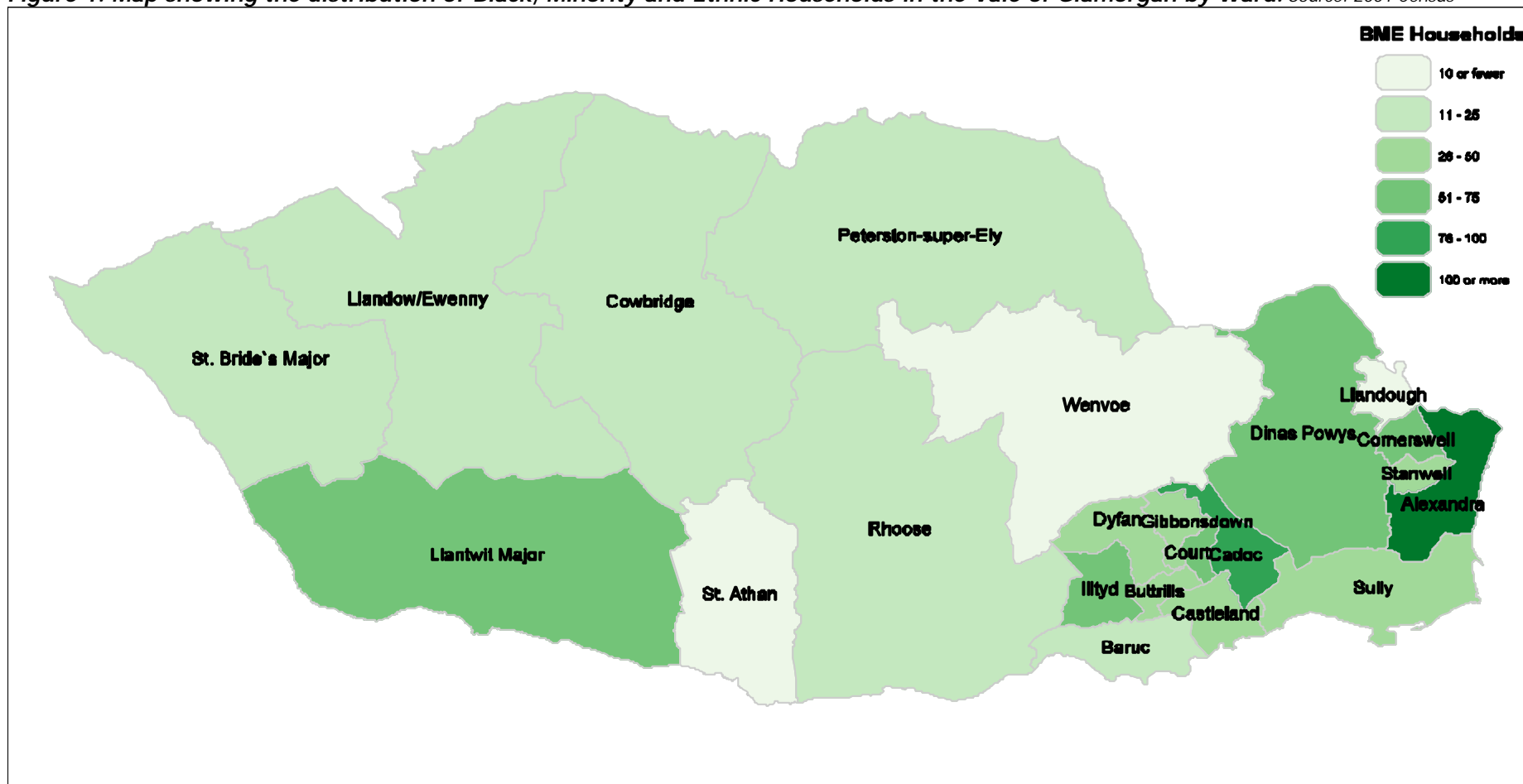
Table 8 below shows the 1 ward in the Vale that contains more than 100 resident BME households at the time of the 2001 Census.

*Table 8. Electoral wards in The Vale of Glamorgan containing more than 100 resident BME households. Source ONS Census 2001 Standard Table 106*

Name of Wards		
Alexandra		

The above data demonstrates that the resident BME population in the Vale is predominantly located in urban areas of Penarth, Barry, Dinas Powys and Llantwit Major. However in the ward with the greatest number of resident BME households, Alexandra, the resident BME population only constitutes 2.24% of resident households in the ward. Figure 1 shows the mapped distribution of BME households in the Vale of Glamorgan.

Figure 1. Map showing the distribution of Black, Minority and Ethnic Households in the Vale of Glamorgan by Ward. Source: 2001 Census



## Housing Tenure of BME Households in The Vale of Glamorgan

The Census recorded the housing tenure of households. Standard Table 111 "Tenure and number of cars by ethnic group of household reference person" shows tenure and car ownership by ethnicity. Table 9 below, drawn from Standard Table 111, shows the tenure profiles for ethnic groups in The Vale of Glamorgan.

*Table 9. Tenure by Ethnic Group of the Household Reference Person* Source ONS Census 2001 Standard Table 111

<b>Ethnic Group</b>	<i>Owner Occupied</i>	<i>Rented from Council</i>	<i>Rented from Housing Association</i>	<i>Privately Rented</i>
All Households	<b>77.7%</b>	<b>8.8%</b>	<b>4%</b>	<b>7.9%</b>
White :British	<b>78%</b>	<b>8.8%</b>	<b>4%</b>	<b>7.6%</b>
White: Irish	<b>75%</b>	<b>10%</b>	<b>3%</b>	<b>10%</b>
White: Other White	<b>70%</b>	<b>7%</b>	<b>2%</b>	<b>20%</b>
Mixed: White and Black Caribbean	<b>57%</b>	<b>19%</b>	<b>9%</b>	<b>12%</b>
Mixed: White and Black African	<b>65%</b>	<b>15%</b>	<b>13%</b>	<b>6%</b>
Mixed: White and Asian	<b>66%</b>	<b>6%</b>	<b>6%</b>	<b>22%</b>
Mixed: Other Mixed	<b>70%</b>	<b>14%</b>	<b>7%</b>	<b>8%</b>
Asian or Asian British: Indian	<b>81%</b>	<b>3%</b>	-	<b>16%</b>
Asian or Asian British: Pakistani	<b>64%</b>	<b>5%</b>	-	<b>25%</b>
Asian or Asian British: Bangladeshi	<b>62%</b>	<b>12%</b>	<b>15%</b>	<b>9%</b>
Asian or Asian British Other: Asian	<b>72%</b>	<b>6%</b>	-	<b>21%</b>
Black or Black British Black: Caribbean	<b>74%</b>	<b>14%</b>	<b>8%</b>	<b>4%</b>
Black or Black British: Black African	<b>65%</b>	<b>24%</b>	<b>10%</b>	-
Black or Black British: Other Black	<b>64%</b>	<b>12%</b>	<b>24%</b>	-
Chinese or Other Ethnic Group: Chinese	<b>72%</b>	<b>7%</b>	<b>4%</b>	<b>13%</b>
Chinese or Other Ethnic Group: Other Ethnic Group	<b>55%</b>	<b>5%</b>	-	<b>33%</b>

Table 9 demonstrates shows that BME households, when compared against the all household average in the Vale of Glamorgan tend to be:

- under represented in the owner occupied sector, with the exception of the following group Asian or Asian British: Indian.
- over represented in the private rented, with the exception of the following groups Mixed: White and Black African, Black or Black British: Black Caribbean, Black or Black British: Black African and Black or Black British: Other Black.
- over represented in the social housing rented, with the exception of the following groups Asian or Asian British : Indian, Asian or Asian British : Pakistani, Asian or Asian British: Other Asian and Chinese or Other Ethnic Group: Other Ethnic Group.

The private rented sector in the Vale of Glamorgan contains some of the poorest quality housing in the locality with 16.6% of private rented homes found to be unfit compared with 6.4% of social rented homes and 6.1% of owner occupied homes<sup>1</sup>. As BME households tend to be over represented in the private rented sector it is likely that they have to endure some of the poorest quality housing in the locality. The over- representation of BME groups in the private rented sector, rather than the owner occupied or social rented sector could suggest that the households in this

<sup>1</sup> Source Table 1.21 Welsh House Condition Survey 1998. National Assembly for Wales.



tenure are more recent arrivals in the area. Occupation of both owner occupied and social rented housing is usually associated with households who are established and settled in the locality.

In addition the use of data about household income and tenure gathered by ONS in 2000 demonstrates a further dimension to the disadvantage experienced by some BME groups in the Vale. Table 8 below shows the median and mean average weekly incomes of the three main tenure groups in the UK.

*Table 8. Average weekly income by tenure. Source General Household Survey ONS. 2001.*

	<b>Owner Occupiers</b>	<b>Social Housing Tenants</b>	<b>Private Tenants</b>
Weekly mean average income	£428	£153	£290
Weekly median average income	£325	£123	£216

Bearing in mind that the majority of BME Groups in the Vale of Glamorgan are under represented in the owner occupied sector, it would reinforce the issues in respect of car ownership rates.

## Overcrowding and the presence of central heating in the homes of BME households in The Vale of Glamorgan

The 2001 Census contained two indicators of housing quality, both contained in Standard Table 124 "Shared/unshared dwellings and central heating and occupancy rating by ethnic group of household reference person". First the presence of central heating in the home and second overcrowding. Table 9 below, drawn from Standard Table 124, shows the absence of central heating and overcrowding by the different ethnic groups.

*Table 9. Central Heating in the Home and Overcrowding by Ethnic Group* Source ONS  
Census 2001 Standard Table 124

<b>Ethnic Group</b>	<i>Central Heating in the Home</i>	<i>Overcrowded</i>
All Households	<b>97%</b>	<b>3.0%</b>
White :British	<b>95%</b>	<b>3.1%</b>
White: Irish	<b>95%</b>	<b>2.0%</b>
White: Other White	<b>96%</b>	<b>3.6%</b>
Mixed: White and Black Caribbean	<b>96%</b>	<b>3.9%</b>
Mixed: White and Black African	<b>94%</b>	<b>7.6%</b>
Mixed: White and Asian	<b>93%</b>	<b>0%</b>
Mixed: Other Mixed	<b>92%</b>	<b>5.7%</b>
Asian or Asian British: Indian	<b>91%</b>	<b>11.3%</b>
Asian or Asian British: Pakistani	<b>95%</b>	<b>11.1%</b>
Asian or Asian British: Bangladeshi	<b>100%</b>	<b>12.5%</b>
Asian or Asian British Other: Asian	<b>87%</b>	<b>17.9%</b>
Black or Black British Black: Caribbean	<b>100%</b>	<b>6.7%</b>
Black or Black British: Black African	<b>90%</b>	<b>10.3%</b>
Black or Black British: Other Black	<b>81%</b>	<b>0%</b>
Chinese or Other Ethnic Group: Chinese	<b>96%</b>	<b>9.2%</b>
Chinese or Other Ethnic Group: Other Ethnic Group	<b>100%</b>	<b>6.3%</b>

The presence of central heating in the home is considered to be standard and therefore the lack of central heating in the home suggests that the accommodation occupied is of lower quality than the standard accommodation available in the locality. ONS in developing the Census assume that every household including single person households require at least two common rooms (excluding bathrooms). Where a value of -1 is shown in the table overcrowding is deemed to have occurred.

In the Vale of Glamorgan 97% of homes have central heating. All BME groups achieve or exceed the average of the locality with the exception of the following 7 ethnic groups who have a substantially lower rate of central heating in their homes:

- Mixed: White and Black African
- Mixed: White and Asian
- Mixed: Other Mixed
- Asian or Asian British: Indian
- Asian or Asian British: Other Asian
- Black or Black British: Black African
- Black or Black British: Other Black

In the Vale of Glamorgan the Census found that 3.0% of households were overcrowded. Some BME groups in The Vale of Glamorgan show no signs of overcrowding but some significantly exceed the all- household level of overcrowding. These were as follows:-

- Mixed: White and Black Caribbean
- Mixed: White and Black African
- Mixed: Other Mixed
- Asian or Asian British : Indian
- Asian or Asian British: Pakistani
- Asian or Asian British : Bangladeshi
- Asian or Asian British : Other Asian
- Black or Black British : Black African
- Chinese or Other Ethnic Group : Chinese

From the data provided in Standard Table 124 we can conclude that the quality of homes occupied by BME groups, as measured by the presence of central heating in the home, is of a generally of a comparable quality to the housing occupied by the remainder of the population, with the exception of 7 ethnic groups. In addition a substantial proportion of BME households are overcrowded when compared with the all-household average. However in a number of minority ethnic groups the perceived level of overcrowding uncovered by the Census may relate to cultural issues such as the fact that in some communities extended families live together.

## Car ownership by Ethnic Group

The lack of a car is used as a surrogate indicator for economic deprivation. In the rural parts of the Vale of Glamorgan, the presence of a car is almost essential for every day living, so the car ownership rates are likely to be higher than in urban areas, and the absence of a car implies greater disadvantage than it would in an urban area. Car ownership by ethnicity was measured in Standard Table 111, and Table 10 below, drawn from that source, shows car ownership rates by ethnic group in the Vale of Glamorgan.

*Table 10. Car Ownership by Ethnic Group in the Vale of Glamorgan* Source ONS Census 2001 Standard Table 111

<b>Ethnic Group</b>	<b>No Car</b>	<b>1 Car</b>	<b>More than 1 car</b>
All Households	<b>21.5</b>	<b>45%</b>	<b>33%</b>
White: British	<b>21.4%</b>	<b>45%</b>	<b>33%</b>
White: Irish	<b>26%</b>	<b>43%</b>	<b>30%</b>
White: Other White	<b>17.5%</b>	<b>45%</b>	<b>37%</b>
Mixed: White and Black Caribbean	<b>38%</b>	<b>40%</b>	<b>21%</b>
Mixed: White and Black African	<b>34%</b>	<b>44%</b>	<b>21%</b>
Mixed: White and Asian	<b>26%</b>	<b>44%</b>	<b>30%</b>
Mixed: Other Mixed	<b>30%</b>	<b>37%</b>	<b>32%</b>
Asian or Asian British: Indian	<b>8.4%</b>	<b>35%</b>	<b>55%</b>
Asian or Asian British: Pakistani	<b>19%</b>	<b>45%</b>	<b>35%</b>
Asian or Asian British: Bangladeshi	<b>53%</b>	<b>25%</b>	<b>22%</b>
Asian or Asian British Other: Asian	<b>19%</b>	<b>34%</b>	<b>46%</b>
Black or Black British Black: Caribbean	<b>20%</b>	<b>51%</b>	<b>28%</b>
Black or Black British: Black African	<b>34%</b>	<b>34%</b>	<b>31%</b>
Black or Black British: Other Black	<b>48%</b>	<b>40%</b>	<b>12%</b>
Chinese or Other Ethnic Group: Chinese	<b>18%</b>	<b>49%</b>	<b>33%</b>
Chinese or Other Ethnic Group: Other Ethnic Group	<b>10%</b>	<b>51%</b>	<b>37%</b>

In most BME groups the proportion of households who do not own a car exceeds the all-household average. In the following ethnic groups the proportion of households not owning a car is significantly greater than the all-household average:

- Mixed White and Black Caribbean
- Mixed: White and Black African
- Asian or Asian British: Bangladeshi
- Black or Black British: Black African
- Black or Black British: Other Black

It can therefore be concluded that economic deprivation is greater amongst these BME groups than amongst the population in general.

In certain BME groups the rate of car ownership is greater than the all-household average. The following ethnic group show a greater tendency to own more than one car when compared with the all-household average, these are:

- Asian or British Asian: Indian
- Asian or British Asian: Pakistani
- Asian or British Asian: Other Asian
- Chinese or Other Ethnic Group: Other Ethnic Group

It could be suggested that these groups are economically more advantaged than the population in general, although it maybe that cultural factors such as extended families living together may skew this indicator.

It is interesting to note that generally households living in private rented or social rented accommodation are more likely not to own cars than those households living in owner occupied accommodation. Therefore economic disadvantage is greatest within these two tenure groups within the general population. Within most BME groups a greater proportion of households in the social rented sector have no car when compared against the all-household average for the tenure. Again for BME households living in the private rented sector a greater proportion have no car when compared with the all-household average for this tenure. This would suggest that within these groups of disadvantaged households, households from a BME background are more economically deprived than the population in general. This is shown in Table 11 below.

*Table 11. Absence of a car in households renting accommodating by ethnic group in The Vale of Glamorgan* Source ONS Census 2001 Standard Table 111

<b>Ethnic Group</b>	<b>Social rented and no Car</b>	<b>Private rented and no Car</b>
All Households	42%	7.9%
White :British	42%	7.6%
White: Irish	54%	10%
White: Other White	40%	20%
Mixed: White and Black Caribbean	38%	12%
Mixed: White and Black African	33%	5.7%
Mixed: White and Asian	50%	22%
Mixed: Other Mixed	33%	8.5%
Asian or Asian British: Indian	100%	16%
Asian or Asian British: Pakistani	100%	25%
Asian or Asian British: Bangladeshi	44%	9%
Asian or Asian British Other: Asian	-	21%
Black or Black British Black: Caribbean	47%	4%
Black or Black British: Black African	40%	-
Black or Black British: Other Black	33%	-
Chinese or Other Ethnic Group: Chinese	33%	13%
Chinese or Other Ethnic Group: Other Ethnic Group	100%	32%

## **Additional Housing Information in respect of BME Groups in the Vale of Glamorgan**

As a part of the project the Council and its housing association partners, Newydd, Hafod, Wales and West and United Welsh Housing Association were asked to provide information about BME households contained on their housing systems about the ethnic profile of their tenants, the profile of applicants for social housing.

### ***Access to Housing***

There are two main routes into social housing. First is the homelessness route and second by applying direct to the social landlord.

During the period March to October 2003, 686 households presented themselves to the Council as homeless. Of these 686 households 6 or less than 1% came from BME groups. This under-representation of BME groups in the Vale would suggest that they are likely to be unaware of their rights in relation to housing and may indicate that the council and its partners need to consider commencing outreach work in BME communities to raise awareness of housing rights.

In terms of access via applications to the individual social landlords, the following information relates to the waiting list of each landlord:

- the Vale of Glamorgan Council had 2089 households registered for housing, of which 43 or 2.06% came from minority ethnic households;
- Newydd Housing Association had 724 households registered for accommodation in the Vale of Glamorgan area, of which 25 or 3.45% came from BME communities;
- United Welsh Housing Association had 93 households registered for housing in the Vale of which 7 or 7.53% came from BME communities;
- Hafod Housing Association and Wales and West Housing Association were unable to provide reliable data on the ethnicity of applicants for housing in the Vale of Glamorgan.

### ***Lettings in 2003-2004***

In the first seven months of the current financial year (2003-2004) following lettings have occurred in the Vale of Glamorgan:

- the Vale of Glamorgan has made 146 lettings, of which 3 or 2% have been to households from minority ethnic groups;
- United Welsh Housing Association have made 5 lettings, none of which have been made to minority ethnic households;
- Newydd Housing Association have made 76 lettings, 5 or 6.58% of which have been to households from BME groups;
- Hafod Housing Association and Wales and West Housing Association were unable to provide reliable data on the ethnicity of new tenants in the Vale of Glamorgan.

### ***Ethnic Profile of Current Tenants***

The Vale of Glamorgan Council is unable to provide any detailed information on the ethnic profile of its tenants. Housing associations on the other hand were able to provide data on the ethnic profile of their tenants, which was as follows:

- The Vale of Glamorgan Council owns and manages 4,100 homes throughout the locality, but was unable to provide reliable data on the ethnicity of its tenants.
- United Welsh Housing Association owns 132 properties in the Vale of Glamorgan, but was unable to provide reliable data on the ethnicity of its tenants in the locality;
- Newydd Housing Association owns and manages 1158 properties in the Vale of which 22 or 1.98% are let to households from BME groups.
- Hafod Housing Association owns and manages 338 properties in the Vale but was unable to provide data on the ethnicity of its tenants;
- Wales and West Housing Association owns 312 properties in the Vale but was unable to provide data on the ethnicity of its tenants.

## Conclusions

Whilst the Census provides detailed information on the population and household make up within the Vale of Glamorgan, the data it contains on housing is limited. However, it is possible to reach some conclusions about the housing circumstances of BME groups within the Vale of Glamorgan.

In general the housing circumstances of BME groups in the Vale of Glamorgan are substantially worse than that of the population in general.

- BME households are more likely to live in the private rented sector than the population in general where just under 1 in 5 homes was found to be unfit in 1998.
- Fewer BME households live in the owner occupied sector than the population in general
- BME households are more likely to live in overcrowded conditions than the population in general.
- BME households are significantly more economically disadvantaged than the population in general, as measured by car ownership rates.

Whilst the general picture would suggest substantial disadvantage amongst BME groups in the Vale of Glamorgan the general picture can be further analysed to suggest the existence of two groups of BME households in the Vale.

The first group is made up of more affluent and possibly longer established ethnic minority groups, who tend to own their own homes and have car ownership rates approaching or exceeding the average for the population in general. This group is made up of the following minority ethnic groups:

- Asian or British Asian: Indian
- Asian or British Asian: Pakistani
- Asian or British Asian: Other Asian
- Chinese or Other Ethnic Group: Chinese
- Chinese or Other Ethnic Group: Other Ethnic Group

In each of these groups not only is there a generally high rate of owner occupation, high car ownership rates, but also a greater membership of occupation groups 1 and 2 (Managers and Senior Officials and Professional Occupations)<sup>2</sup>.

The second group could be described as economically more disadvantaged than the population in general (as measured by car ownership rates) who predominantly live in the social rented and private rented sector, and are more likely to be overcrowded than the population in general. This group is made up of the following minority ethnic groups:

- Mixed White and Black Caribbean
- Mixed: White and Black African
- Mixed: White and Asian
- Mixed : White and Asian
- Asian or Asian British: Bangladeshi
- Black or Black British: Black Caribbean

---

<sup>2</sup> Data obtained from Standard Table 109 for the Vale of Glamorgan. Source ONS Census 2001



- Black or Black British: Black African
- Black or Black British: Other Black

**Consultation with BME Communities/Individuals on the Quality and Accessibility of Housing Services Provided in the Vale of Glamorgan**

## **Part 1: Individual Survey Interviews Carried Out By Race Equality First on behalf of CEDC**

### **Key Findings:**

- 13 members from BME communities in the Vale of Glamorgan were individually interviewed in depth.
- 54% (7) were female, 46% (6) were male. This compares favourably to area statistics from the 2001 Census. (52% Female, 48% Male)
- 77% participants had lived in the Vale for 21 years or more.
- The participants live in a range of housing, 38% own their home, 38% rent and 24% live with relatives.
- 38% thought their homes were unsuitable, of which 80% thought them too small and had no garden, and 40% found no off-street parking was a problem.
- 69% like the area they live in, positive aspects being, close to amenities, good public transport and good environment. No off-street parking was again seen as a problem along with high levels of crime.
- 54% considered the size of their current home as about right, while 31% thought it too small and 15% too large.
- 53% had considered applying for social housing, of which 57% are now renting from the council or a housing association.
- 46% of participants intend to move at some time and of these 67% would move out of the Vale altogether.
- 92% felt there was a need for a community centre or centre where people from their own backgrounds could meet.
- 38% thought that further language training would be beneficial to themselves or members of their family.
- 54% of respondents have witnessed racial harassment whilst living in the Vale of Glamorgan, and 43% of these were during the last 12 months.

## Detailed Analysis of Survey Results

### 1. Gender

54 % Female  
46% Male

### 2. Ethnicity

4 White and Black Caribbean  
3 Black and Black British  
2 Indian  
1 White and Black African  
1 Pakistani  
1 Black Caribbean  
1 Black African

### 3. Age

31% (4) aged between 16 - 24  
46% (6) aged between 25 – 44  
8% (1) aged between 45 – 64  
15% (2) aged between 65 – 74

### 4. Length of time in Vale of Glamorgan

	Number of respondents	Percentage
6 months to 1 year	1	7%
3 - 5 years	1	7%
10 - 20 years	1	7%
21 years or more	10	77%

### 5. Tenure

31% participants are Owner Occupiers with a mortgage.  
23% participants are living with relatives.  
14% participants rent from the Council  
14% participants rent from a Housing Association.  
7% participants rent from a private landlord.  
7% are Owner Occupiers with no mortgage.

### 6. Type of House

31% live in Semi-Detached properties.  
31% live in a Flat or Apartment.  
23% live in Terraced houses.  
7% live in detached houses.  
7% live in bungalows.

### 7. Household Size

The average number of people per house was 2.62, with the largest occupation being 7 (Mother, Uncle, Aunt, 2 Sons and 2 Daughters) and the smallest 1.

## 8. Time in Current Home

Time in home	Number of respondents	Percentage
6 Months to 1 year	2	15%
1 – 2 years	1	7%
3 – 5 years	2	15%
5 – 10 years	2	15%
10 – 20 years	5	38%
21 years or more	1	7%

## 9. Home Size

54% consider their current home about right.

31% consider their home too small.

15% consider their home too small.

## 10. Home Condition

54% say their home is in good condition, while 38% consider it to be reasonable. 7% failed to respond.

## 11. Home Suitability

62% find their home suitable.

38% consider it to be unsuitable to their needs.

Reasons given for unsuitability are:

Too small 80% (4)

No Garden 60% (3)

No off-street parking 40% (2)

100% of respondents who considered their current home unsuitable thought that adaptations and improvements would help.

Improvements that were suggested include;

“Access to the lane so a garage could be built at the back of the house. An extra room for relatives to stay in.”

“Extra rooms, bigger rooms to store stock to prevent children from damaging it, garden for children to play in.”

“Having bathrooms upstairs and extra storage cupboards”

8% of all respondents considered their home unsuitable to meet their religious requirements.

**12. Additional help.**

None of the respondents felt there was a need for additional help with things like carers or home helps or meals on wheels.

**13. Area lived in.**

69% like the area they live in.

Positive examples were;

"Close to amenities,"

"Good public transport"

"Good environment."

"Quiet, clean, pleasant neighbours and friendly"

**14. Service Provided by the Council, Housing Association or Private Landlord.**

38% of respondents lived in rented accommodation, of these;

40% rented from the council

40% rented from a housing association

20% rented from a private landlord.

All of these were content with the level of service. Good maintenance service proved to be the most popular of positive aspects. Examples were;

"Do the repairs in reasonable time", "Fix things whenever they need doing"

"Always come to fix things when asked"

The only negative aspects mentioned were; "Incompetence of the staff and the delivery of service" and "Delay in the payment of rent"

None of the respondents felt that their ethnic background or religion had affected the service they received.

53% had considered applying for social housing, of which 57% are now renting from the council or a housing association.

Of those that had considered applying, only 14% had not proceeded because they thought they were not entitled.

Of those that had not applied, reasons given were;

"Always been in employment and had no need to."

"Did not want to live in council or housing association properties because of areas they are in."

"Didn't think I could because I have no children."

"I want to choose a good neighbourhood to live in with decent neighbours."

"Never considered it."

38% of all respondents have contacted the Council about repairs and improvements. All of these had positive outcomes, stated below;

"Good outcome. The council treated me well."

"I was treated the same as everyone else and the repairs were seen to."

"OK treatment, They did a satisfactory job."

"OK, it was reasonable."

"Satisfactory repair of a broken door handle. Treated fine."

Only 16% had applied for financial assistance from the council, of which 50% had a positive response with a grant for the whole area of Cadoxton. The other 50% failed to give the outcome of the application. Only 8% have applied for planning permission from the council, and this is still going through the planning phase, with no outcome at present.

## **15. Aspirations**

Only 23% of respondents did not wish to move home now or in the future. 46% of respondents intend to move at some time and of these 67% would move out of the Vale altogether. 31% of all respondents were not sure if they would move.

Reasons for wanting to move are;

"I want to move to a better area and into a house of my own."

"Move to better area."

"Moving to be closer to work and more things to do like bars and restaurants."

"Need a bigger house for a bigger family."

"To better myself."

Asked if they wanted to move out of the area or out of the Vale altogether because of discrimination, 8% of all respondents felt this was a factor in their decision, but the majority did not see discrimination as a problem.

The responses were;

"A part yes, and a part no. Discrimination is not blatant but it's there. Want to move to a place where discrimination is not felt."

"It's not due to discrimination. I want move to an area where there are more facilities and where the town or city is much more vibrant."

"Not because of discrimination but for employment."

"Want to live on my own and don't like the area"



**Property  
Bedrooms  
Number of Respondents  
Percentage**

Bungalow

2  
1  
10%

Bungalow

3  
1  
10%

Detached House

4 or more  
3  
30%

Flat or Apartment

2  
1  
10%

Flat or Apartment

3  
1  
10%

Semi Detached House

4 or more  
1  
10%

Terrace

2  
1  
10%

Terrace

3  
1  
10%

Only 30% of respondents already in rented accommodation wished to remain so, while 70% had aspirations to owning their own property.

All the respondents had ideas on the provision of housing that the council could make to better suit their needs. Recurring themes are the need for close proximity the shops, public transport, larger houses and better parking facilities.

Examples of requirements are:

Adequate gardens for children to play. Be close to centres where people from the same culture can socialise.

16.

## **17. Related Needs, Language Skills, Contact with Statutory Agencies**

- (i)** 100% of respondents used English in the home and in 85% of cases this was the only language used. Other languages were Gujarati, Hindi, (8%) Urdu, Punjabi and Arabic (8%), all of which could be read as well as spoken.
- (ii)** 100% of respondents were very confident with written and spoken English, while 100% were not at all confident written or spoken Welsh.
- (iii)** 92% had no problems due to their language abilities, while 8% had some problems in everyday use.
- (iv)** 38% thought language training would be useful to themselves or family, 20% of these specified training in Welsh would be beneficial.

## **18. Community Facilities**

62% use local community centres and centres for people from similar background, ethnicity or religion. Notable comments from those that did not use facilities were;

"There is not much facilities available for people aged 35 upwards."

"Do not use any centre because there is no centre which caters for black people. There are amenities for Muslims who seem to get more but there is nothing to represent the Black African and Jamaican community within the Vale."

"Use the leisure centre to keep fit but don't use a centre for people from my background because there isn't one."

"Yes, use the local leisure centre but there is nowhere to go for people of the same background to meet."

92% of respondents thought there was a need for a centre, 8% failed to respond.

## **19. Contact with Vale of Glamorgan Council, Statutory Services such as Police, Health Authority and Others**

### **i) Vale of Glamorgan**

#### *Housing*

38% of respondents have had contact with the Housing department, of which 60% were merely satisfied, 20% were dissatisfied and 20% were very dissatisfied. None of the respondents were very content with the service they received.

Only 20% had any positive comments on the service, and that was the choice of housing. 20% made no comment whilst the majority 60% stated there was nothing about the service they liked.

Negative comments were made by 80% of respondents, only 20% said there was nothing they disliked.

Examples of negative comments;

"Having to wait for ages making people restless. The area is too small and everyone can hear you discussing your business."

"Queries are not answered sufficiently. There's too much paper work as well."

"Staff didn't seem to know their jobs."

"Very slow in coming to deal with the situation of noisy neighbours. They could have been more efficient."

Suggestions of changes respondents would like to see;

"Better trained staff."

"For me, nothing, but for the younger generation I would change the waiting list. The council should build more houses because they stopped building them years ago."

"Get someone in there who can do the job properly and who listens to the people of the Vale in regard to what they need."

"Have quicker responses. Have better trained staff."

"More staff. A bigger area. More efficient staff so they know which department they are working on."

### *Education*

31% of respondents have had contact with the Education Department, of which 40% were very content and 60% satisfied with the service they received. The majority of comments were positive on education.

Positive Examples:

"Adult learning an interesting area for on going education and personal development. Computer skills."

"Gave correct information about courses and what was available."  
"No problems"

The only example of negative comments was:

"Not being aware of policies and having to wait for them to get back to me. It took over 2 weeks."

Suggestions of possible improvements respondents would like;

"Get the right person first time. Not to be transferred from one person to the next."  
"More attention given to the new learners in the early stages. Rooms appropriately placed for courses of 2 hours or more. There's noise from other rooms where classes are in progress e.g. music room."  
"Staff to be aware of other council procedures."

#### *Other Departments*

Only 23% of respondents had made contact with other Vale departments. Of these only 33% were satisfied with the service they received, whilst 67% were dissatisfied to some degree. Despite this, the majority had something good to say about how they were treated, with only 33% liking nothing about the service.

Positive Examples;

"The fact they gave me permission to open my café at the YMCA. They were polite and accommodating."

"They had information at hand."

Negative comments;

"Didn't like being toed and froed. The Vale council didn't take initial responsibility for my issue. They referred me to Cardiff Council who sent me to Cynon Taff who in turn referred me back to Cardiff Council's trading standards."

"I didn't get a good response because the staff were training (students)"

"Too long for a response and reply. Staff not being trained so well. Actually having more staff on to deal with matters."

Suggestions for improvements respondents would like;

"Improvement on translation."

"Look into the case of the individual and assess each situation with more thought."

#### *Equal Opportunities Officer*

Only 15% of respondents have made contact with an equal opportunities officer (or equivalent officer). Of these, 50% were content and 50% satisfied with the service received.

Positive Example;

"Issues were thoroughly discussed and the officer had very good knowledge of equalities."

The only negative comment;

"Sometimes not being aware of legislation to do with racial discrimination."

Improvements respondents would like;

"There's room for improvement. Other areas like disability access and general knowledge of equality issues are not widely distributed to everyone within all departments."

"To get the Equalities Department out into the community so that they are accessible and people know who they are."

## **ii) Local Councillor**

31% of respondents have made contact with their local councillor. 75% of these were content or very content with the service they received, whilst 25% were satisfied.

Positive Comments:

"He was friendly and helpful and eager to help in any way."

"He was prompt and quick to reply. He made things happen. We managed, as residents and with the support of the councillor to stop the late night drinking and dancing license for the football club."

## **iii) The Police**

31% of respondents had some contact with the Police, of which 75% were content or satisfied with the service. 25% were very dissatisfied.

Positive Comments:

"Always polite."

"The PC was kind and fair in handling an incident concerning damage to my car by a householder. The matter was handled efficiently and professionally."

"They were helpful."

Despite the general satisfaction with the service received, 75% of the respondents had negative thoughts on their experience.

Negative Comments:

"Police initially seem willing to help and seem concerned about issues but failing to follow up."

"That some officers are not aware of racial issues. They didn't look at the incident on it's own merit."

"They never come in time."

All of the respondents making contact with the Police made comment on what they would like improved with the service, most notably a greater Police presence on the streets.

Improvements respondents would like:

"I would personally like to see closer monitoring of hot spot areas where vandalism is apparent. Also the presence of Police officers in so called quiet areas (residential) organisations with more police involvement."

"Police should do walkabouts. Going to shops to see if there is a problem. Do right duties if it is possible to make sure there is a police presence so trouble makers know."

"Police to be more co-operative and approachable. Having Police on the beat so the community are not so hostile towards them. I would also change their attitude towards BME communities / individuals living in the vale."

"Train the officers in different cultures. Police to take action when a racial incident has been reported. People to be encouraged to report racial crime because it doesn't seem like any ongoing support is given."



#### **iv) Health Authority**

31% of respondents had made contact with their Health Authority. 50% of these were very content with the service whilst 50% were satisfied. All the respondents had positive thoughts on the service they received, whilst there were no negative comments at all.

Positive Examples;

"Excellent treatment and care from both doctors and nurses."

"Friendly and helpful"

"Informative and helpful"

"The staff are trying under extreme conditions to perform a service, often with little time to see the wood because of the density of the trees."

Changes respondents would like to see;

"Money is not the end of the problem to the health service. A number of serious issues need to be dealt with which cannot be done in a hurry. E.g. Recruitment and selection, training in the field of care for the growing population and it's needs"

"Quicker appointments"

#### **v) Local Doctor**

100% of respondents had made contact with their local doctor. Of these, 61% were very content or content with the service, 31% were satisfied and only 8% were dissatisfied. The majority (77%) all had good comments to make on the service received.

Positive Examples;

"Doctors came straight away when called"  
"Everything. The doctor is really sympathetic"  
"Good friendly service."  
"He'll come and see me at anytime. He's got time to discuss medical problems."  
"Knowing symptoms can be diagnosed either way."  
"The patience and listening skills even when subject to severe pressure due to lack of staff."  
"Very good service. Always attentive when I go there with problems."

Despite the good experiences, 23% had negative comments to make on their contact. 23% of all respondents were unhappy in being told to take over the counter medicine. Long waiting times for appointments was also a recurring theme.

#### Negative Examples;

Awful long wait for an appointment. You have to wait an hour and half at least to see a doctor which makes it awkward when returning to work. Employers can't believe you were at the doctors for so long.  
Doctor hurrying me out of the surgery. Telling me to go home and take 'over the counter' medicine. Made me feel I was wasting her time.  
Don't like the nurses because they don't know what they are on about.  
Making me feel that I was wasting their time. Being told to go home and take paracetamol. Having to wait ages for an appointment.

62% of respondents felt there was scope for improvement in the service they received, 38% of these commenting on a lack of sympathy from the doctors.  
38% of all respondents felt change was unnecessary.

Examples of changes respondents would like to see;

"Being able to see a doctor when you are ill, not having to wait a week before you can make an appointment."  
"Better appointments system. Shouldn't have to wait 2 -3 weeks to see a doctor."  
"Doctors to be more sympathetic. Quicker appointments system."  
"More doctors and nurses employed."

**vi) Government Agencies (Job Centre, Benefits Agency etc)**

31% of all respondents had made contact with various government agencies. 75% of these were satisfied with the service they received, while 25% were content. The services were seen to be helpful and friendly by 100% of respondents who used them.

Positive Examples;

"Helpful in looking for work."  
"Friendly service"

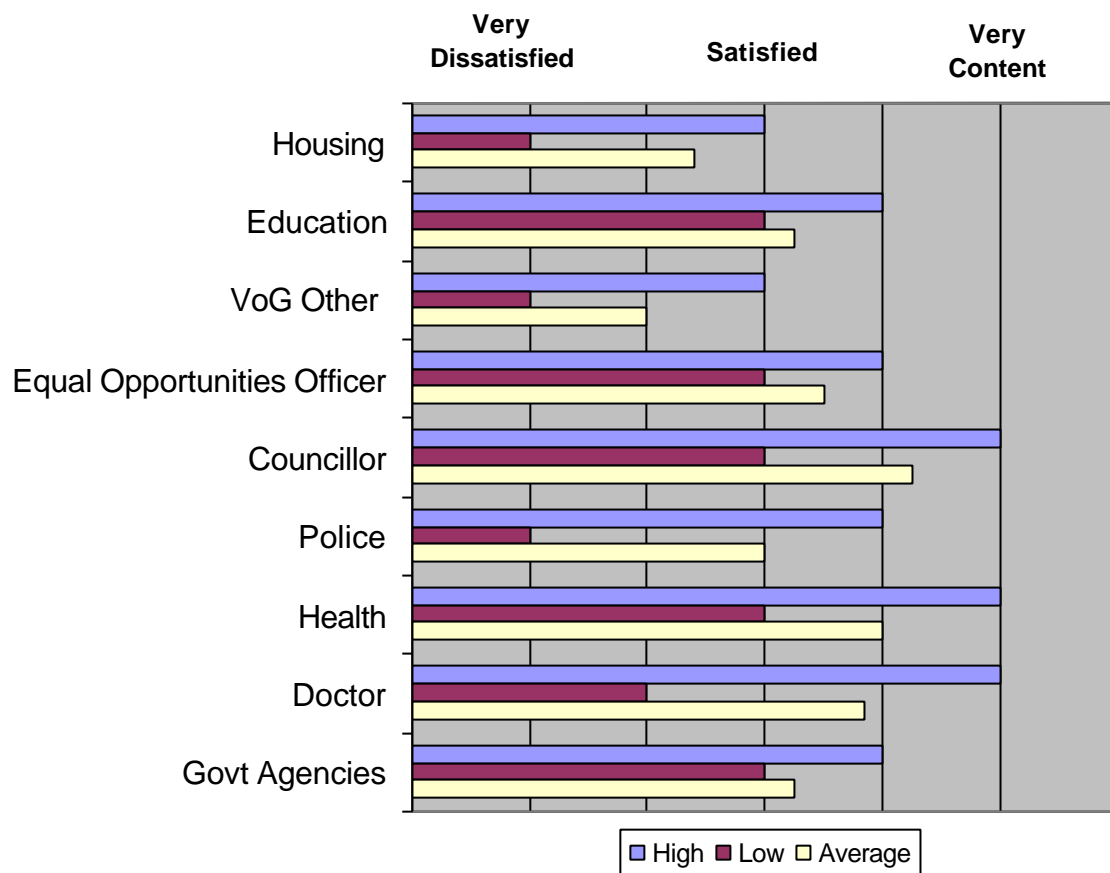
The only negative comments concerned the system of beaurocracy rather the contact with the service itself.

Negative Examples;

"The laws concerning Back to Work Plan."  
"Too much paperwork."

Only 25% of the respondents using the services made any suggestion to improvements, and that was "quicker responses".

## How the Agencies Compared



## 20. Racism

All respondents were asked if they thought their ethnic background or religion had affected the service they received from any of the organisations.

69% felt it had not affected the service.  
31% felt it had.

Examples;

"In the health service. Even in the 20th century prejudice and racism has not been eradicated. It is covert perhaps due to the lack of awareness of equality issues."

"Sometimes have problems with Police, Council and Benefits Agency. An underlying sense of discrimination is felt."

"Within certain departments (crisis loan) Made to feel like I'm begging and receiving a hand out."

"Always got to wait for stuff. Find it hard to get anything whereas I see other people from different backgrounds get lots of help."

54% of respondents have witnessed racial harassment whilst living in the Vale of Glamorgan, and 43% of these were during the last 12 months.

Number	Percentage of all respondents	When the incident was witnessed
1	8%	Within last Month
1	8%	Between 1 and 3 months ago
1	8%	Between 3 and 6 months ago
2	15%	2 - 5 years ago
1	8%	Over 10 years ago
1	8%	Over 20 years ago

71% of the incidents were considered to be serious and some action was taken in all cases, but only 29% were reported to the Police. 100% of those that reported to the Police were dissatisfied with the outcome.

Example Comments;

"The incident wasn't taken seriously"

"They (the Police) did nothing"

**Report on focus group held in the Muslim  
Welfare Association, Holton Road, Barry on  
26<sup>th</sup> February 2003**

**Prepared by Cymru Equality & Diversity Consortium  
(CEDC)**

**February 2004**

## **1. Introduction**

- 1.1 This report has been produced to provide information about how the focus group was conducted, to identify the ethnicity of those who participated in the group and report on the outcome from the focus group.
- 1.2 The report will be used as an evidence base, upon which actions contained in the Vale of Glamorgan Black and Minority Ethnic Housing Strategy and Race Equality Action Plan will be based.
- 1.3 The report should be read in conjunction with the report on the questionnaire survey undertaken by Race Equality First, with members of the BME community living in the Vale. Both reports form the evidence from community engagement element of the research. It also needs to be read in conjunction with the report of the reviews of housing policies and practices of all of the partners to the strategy.

## **2. Background**

- 2.1 The focus group was conducted as part of the research into the housing circumstances and needs of Black and Minority Ethnic (BME) people in the Vale of Glamorgan.
- 2.2 The focus group meetings took place on the 26<sup>th</sup> February 2003. The meetings were arranged by consultants from CEDC and with the kind assistance of Mo'Awia Bin-Sufyan, the son of the secretary of the Muslim Welfare Association.
- 2.3 Mo'Awia Bin-Sufyan arranged for the Muslim Welfare Association premises to be used for the focus group meetings, invited people to participate and provided translation services during one of the meetings.



### **3 Focus Group Methodology**

- 3.1 This section of the report sets out the methodology used in the focus group meetings.
- 3.2 The method used for the focus group, a copy of which is attached at Appendix 1, is one that has been used successfully by CEDC on a number of occasions in other local authority areas. The format of the meeting relies upon:
- small group work to encourage everyone present to fully engage in the process and
  - the completion by participants of post it notes which are then attached to flip chart sheets (to help overcome language difficulties).
- 3.3 The format of the focus group meeting seeks information from participants on the following:
- their housing history
  - their current housing circumstances
  - their housing needs
  - their knowledge of housing providers and their assessment of the quality of the service they received; and,
  - the perceived barriers to accessing housing services
- 3.4 The following sections will report on the outcomes from the focus group held on the 26<sup>th</sup> February 2004.

## **4 Focus Group Meeting**

- 4.1 The focus group meeting was held on the 26<sup>th</sup> February 2004 in the Muslim Welfare Association in Holton Road, Barry.
- 4.2 Rather than holding one focus group meeting, it was agreed with representatives of the Association that two meetings would be held. The first was held with female participants and the second was with male participants. Each group followed the same format.
- 4.3 All of the participants were of Asian or Asian British: Pakistani background. All of the female participants were aged between 25 and 65, three of the male participants were aged between 16 and 25 and one between 25 and 65.
- 4.4 This section of the report will provide details on the views of participants in respect of the following:
- their housing history
  - their current housing circumstances
  - their housing needs
  - their knowledge of housing providers and their assessment of the quality of the service they received; and,
  - the perceived barriers to accessing housing services

The report will merge the responses given by the male and female participants, but will draw attention to any gender specific issues raised during the focus group meeting.

## **4.5 Housing History**

- 4.5.1 At this stage of the focus group meeting participants were asked to provide the following information:
- the date that their family came to live in the Vale of Glamorgan
  - the factor/s that brought their family to the Vale of Glamorgan
  - the area their family moved to on arrival
  - the type of house they lived in
  - the tenure of the home they lived in

- 4.5.2 Table 1 shows the responses provided by participants to the question about the date their families arrived in the vale of Glamorgan.

*Table 1. Date family arrived in the Vale of Glamorgan*

<b>Date</b>	<b>Number of Participants</b>
Prior to 1980	6
1980 to 1990	3
1990 to 2000	1
Post 2000	1

4.5.3 The majority of the participants were from families who were long established with the community. One participants family arrived in 1975, and over 50 % of participants had arrived in the Vale prior to 1980. The most recent arrival had come from London in 2002 to take up a post of medical advisor to the Muslim Welfare Association.

4.5.4 Table 2 shows the responses provided by the participants to the question about why their families had come to the Vale of Glamorgan.

*Table 2. Reason family arrived in the Vale of Glamorgan*

Reason	Number of Participants
Business / Employment	11

4.5.5 All of the participants identified that their families had moved to the Vale of Glamorgan either for employment reasons or business opportunities.

4.5.6 Table 3 shows the responses provided by participants to the question about where they lived initially when they moved to the Vale of Glamorgan.

*Table 3. Area family lived in on arrival in the Vale of Glamorgan*

Area	Number of Participants
Cadoxton	8
Palmerston	2
West End	1

4.5.7 The majority of participants families chose to live in the Cadoxton area of Barry, and the remaining participants families moved into other areas in Barry.

4.5.8 Table 4 shows the types of housing occupied by the families of participants, on their arrival in the Vale of Glamorgan. Just over 50% of participants lived in houses on arrival, and almost 50% lived in flats, often above commercial premises.

*Table 4. Type of housing occupied by family on arrival in the Vale of Glamorgan*

Area	Number of Participants
Terraced house	4
Semi-detached house	1
Detached house	1
Flat above commercial premises	3
Flat	2

4.5.9 Table 5 below shows the tenure of the home first occupied on arrival in the Vale of Glamorgan by the participant and their family.

*Table 5. Tenure of home occupied by participant & family on arrival in the Vale of Glamorgan*

<b>Tenure</b>	<b>Number of Participants</b>
Owned	5
Council Rented	2
Private Rented	4

#### **4.6 Current Housing Circumstances**

4.6.1 Participants were asked to provide the following information:

- the area they live in
- the type of housing
- the tenure
- location of place of employment

4.6.2 Table 6 below shows the areas that the participants and their families currently live in

*Table 6. Area participant & family currently live in*

<b>Area</b>	<b>Number of Participants</b>
Cadoxton	10
West End	1

4.6.3 Since their arrival in the Vale of Glamorgan some of the participants and their families have moved from the Palmerston area to Cadoxton, to be closer to their place of worship and other members of their community.

4.6.4 Table 7 below shows the type of housing currently occupied by participants and their families.

*Table 7. Type of housing currently occupied by family of participant*

<b>Area</b>	<b>Number of Participants</b>
Terraced house	4
Semi-detached house	1
Detached house	1
Flat above commercial premises	3
Flat	2

4.6.5 The types of housing occupied by participants has not changed since their arrival, even though a number of households had moved since their arrival in the Vale of Glamorgan.

4.6.6 Table 8 shows the current tenure of participants and their families.

*Table 8. Tenure of home currently occupied by participant & family*

<b>Tenure</b>	<b>Number of Participants</b>
Owned	5
Council Rented	2
Private Rented	4

4.6.7 The tenure of homes occupied by participants and their families would not have appeared to have changed since their arrival in the Vale of Glamorgan.

4.6.8 Table 9 shows the areas where those who are economically active and working are engaged in employment. All bar one of the women who participated did not work and one of the male participants was currently in full time education.

*Table 9. Tenure of home currently occupied by participant & family*

Location of Place of Work	Number of Participants
Barry	3
Cardiff Bay	1

#### **4.7 Housing Needs**

4.7.1 Participants were asked to provide the following information:

- The good things about their home
- The bad things about their home
- Whether they felt their family had specific unmet housing needs

4.7.2 Table 10 shows the participants responses to the question about identifying positive aspects of their home and the community it is located within.

*Table 10. The positive features of the homes occupied by participant & their families*

Positive Features	Number of Participants
Close to Mosque	8
Close to Police Station	1
Close to shops	2
Close to Schools	3
Close to Park	1
Close to place of work	1
Close to railway station	1
Safe area with no problems	3
CCTV camera's	2
Neighbourhood watch scheme	1

4.7.3 The proximity of the home to the Mosque and Community Centre was the most positive feature of the homes currently occupied by the participants and their families. Interestingly the female participants focused more on how safe the area felt to them than the male participants. It is interesting that not one participant selected a feature relating to the structure of the home itself, focusing more on the surrounding community.

- 4.7.4 Table 11 shows the range of answers given by participants to the question that asked them to identify negative things about their home and the community it is located within.

*Table 11. The negative features of the homes occupied by participant & their families*

Positive Features	Number of Participants
State of repair of home	3
Property too small for needs of family	3
Experience of racial abuse in neighbourhood	2
Distance from school	2
Distance from Mosque	1
Don't feel safe	1
Distance from shops	1
Run down appearance of area	1
Lack of facilities for young people	1

- 4.7.5 One quarter of the participants identified the need for repair to their homes as one of the negative aspects of the home. All of these respondents were male.

"I have waited for 20 years for a grant but have not received one" (Participant A)

The male participants did not appear to be familiar with the availability of grant assistance for repairs and the rules surrounding the distribution of grant from the Council. There appeared to be great scepticism about the fairness of the distribution of grant to owners and a feeling that as many of the participants lived in flats above commercial premises they were not eligible for grant assistance.

- 4.7.6 A further quarter of participants (all female) identified problems with the size of the home. This is likely to be a continuing problem in the Cadoxton area where the majority of the housing stock is terraced, and unlikely to be able to comfortably accommodate extended families.
- 4.7.7 A quarter of participants identified the problems of personal safety and racial abuse as negative features of their community.

" Since 9/11 I have noticed that people I have known for 20 years no longer speak in the street with me and my car has been vandalised many times" (Participant B)

"There is lots of trouble in our area but the Police won't put up a CCTV camera there" (Participant C)

#### **4.8 Knowledge of Housing Agencies and Assessment of Service**

- 4.8.1 Participants were shown a list of housing agencies who operate in the Vale of Glamorgan and asked whether they were aware of the agency

and the function it performed. Participants were also asked whether they had come into contact with any of the agencies and if so they were asked to rate the quality of the service on a scale of 0 to 5 (0 = very poor, 5= excellent).

- 4.8.1 Table 12 shows the number of participants who were aware of the list of agencies shown to each group and the rating given to each in terms of the quality of the service they received.

*Table 12. The participant knowledge and experience of housing agencies*

<b>Agency</b>	<b>No aware of organisation</b>	<b>Rating from experience</b>
Council Housing	10	1
Newydd HA	3	-
Hafod	2	-
Wales and West HA	2	-
United Welsh HA	0	-
Shelter Cymru	4	-
Vale Care and Repair	2	-

- 4.8.2 Most of the participants were aware of the Vale of Glamorgan Council Housing Services, although the majority of participants were aware of the Council rather than Housing specifically. Most mentioned their dealings with Council Tax and Housing Benefits. They rated the Councils service as poor (1 out of 5). The main reasons were the poor response they had received

“I have contacted Council Tax lots of times and they never respond” (Participant E)

- 4.8.3 The participants showed a poor level of awareness of other housing agencies, and although all four male participants had heard of Shelter Cymru they didn't know precisely what services the organisation provided.

#### **4.9 Barriers to Housing Service**

- 4.9.1 Participants were asked to identify barriers that prevented them accessing housing services in the Vale of Glamorgan. It is worthwhile separating the responses from males and females because they differ quite markedly.
- 4.9.2 The female participants identified a wide range of barriers to housing services. The most important barrier that prevented them from accessing housing services was the issue of language. The women participants all needed assistance when dealing with agencies and the fact that letters sent out by agencies were only in English created further problems

“When we have to go to the Council or anywhere we have to take our (older or adult) children to translate and we are treated like imbeciles by the people working there.”  
(Participant G)

The female participants felt that this issue could be resolved by the Council and other agencies using the services of a female outreach worker, who spoke their language and who could use the Muslim Welfare Association premises for surgeries.

- 4.9.3 A further barrier associated with the barrier described above was the fact that agencies only appear to employ white staff, and this prevented them from approaching the agency because they felt they would not be treated sympathetically or fairly.
- 4.9.4 A potential barrier that prevented the women from considering applying for social housing was the perceived problem of racial abuse from people living on the estates. How the women reached this opinion is unclear but requires the council and other landlords to act effectively against the perpetrators of racial harassment and abuse in the social housing sector, if they are to gain the confidence of the community.
- 4.9.5 A further barrier was the limited supply of suitable housing in the Cadoxton area, as the view from all of the female participants was that they wanted to live near to the Mosque.
- 4.9.6 A final barrier to accessing housing services could be labelled the culturally insensitive practices of agencies, for example sending male workers to the homes to undertake work without arranging an appointment with the male in the home, creates problems for the families.
- 4.9.7 In terms of the barriers identified by the male participants the lack of information about housing and the roles played by housing agencies was considered to be the most critical. One of the participants, the Secretary of the Muslim Welfare Association suggested that staff from different agencies were more than welcome to use the Association's premises to hold surgeries to ensure that information and knowledge is disseminated amongst the Muslim population living in the Vale of Glamorgan.
- 4.9.8 A further barrier identified by the male participants was the long waiting lists associated with accessing services. One participant suggested that he had been waiting for 20 years for a grant from the Council. Additionally participants suggested that they thought that they were unable to access grant assistance because their living



accommodation was above commercial premises. This may demonstrate a lack of understanding about how the Council distributes financial assistance to owner-occupiers.

- 4.9.9 The males too identified the lack of suitable housing near to the Mosque as a barrier to the community improving its housing circumstances.

## **5 Conclusions**

- 5.1 This section of the report will set out the conclusions reached following the focus group meeting.
- 5.2 The first conclusion is that if the Council and its partners are to effectively address the needs of the Muslim community in this case, but of all BME groups in the area, it must be prepared to engage with those communities on their terms. Therefore the Council and its partners may wish to consider building on the work undertaken during this research by establishing a network of consultation forums with different communities who live in the Vale of Glamorgan. This would be most effectively undertaken in partnership with the Outreach Worker employed by Race Equality First.
- 5.3 The Council and its partners need to ensure that information about housing agencies and their role is disseminated amongst, in this instance the Muslim community in the Vale, but this needs to be widened to include all BME groups living in the Vale. This information needs to be disseminated through the existing community networks. The information needs to include details of the following:
- role of individual housing agencies
  - an explanation of social landlords allocation schemes
  - an explanation of financial assistance available to owners
- 5.4 The information provided by the Council and its partners need to be in the first language of the BME groups it is providing the information to.
- 5.5 In the case of the Muslim population in the Vale of Glamorgan the partners may wish to consider running a series of outreach surgeries in the Muslim Welfare Associations premises. It would be beneficial to also engage a female member of the community to act as a translator should the partners run surgeries in the Muslim Welfare Association.
- 5.6 To gain the confidence of the Muslim (and other BME groups) all social landlords need to examine their policies and procedures in relation to complaints of racial abuse/harassment to ensure that they take a victim centred approach to complaints. In addition social landlords must be seen not to tolerate racism on estates and prosecute perpetrators of racial abuse and harassment, and publicise their successes widely, including to all BME communities.
- 5.7 All agencies particularly social landlords but also the Council in terms of the provision of financial assistance to the private sector need to review their policies and procedures to ensure that they are sensitive to the cultural needs of the communities that they serve. This will

require the partners to engage with a range of different groups to ensure that the cultural needs of all BME groups living in the vale of Glamorgan are fully explored. This may well include revising the grants policy to enable financial assistance to be provided to applicants to extend accommodation as well as provide for repair and improvements.

- 5.8 All agencies need to ensure that language line is available in all public offices, to enable people whose first language is not English to communicate effectively with staff and that all service users are asked their preferred language and that all correspondence is sent out in the service users first language.
- 5.9 All agencies need to increase the number of BME people working in their organisations, and should consider how they can best attract applicants from BME groups to work in their organisations.
- 5.10 The conclusions shown above can be effectively addressed over the short to medium term. However, there are also a number of conclusions that affect the area immediately around the Muslim Welfare Association.
- 5.11 In many other areas the location of a Mosque determines where the Muslim community will chose to locate itself. It is therefore to be expected that the Muslim (Pakistani and Bangladeshi) population will increase significantly in the Cadoxton area over the medium to longer term.
- 5.12 The Council needs to consider the impact of the growth of the population who tend to live in extended family groups in an area of terraced housing. The Council will need to consider revising its grants policy to enable financial assistance to be given for measures to reduce overcrowding, as well as measures to improve the state of repair of homes in a state of disrepair.
- 5.13 The Council will need to consider working in partnership with an RSL to develop homes in the Cadoxton area that are suitable for the needs of larger households. The Council may wish to consider whether some of the sites in the area could be developed to construct larger homes for open market sale.
- 5.14 Each of the conclusions reached in this report will feature in the Action Plan that accompanies the BME Housing Strategy.

**Research Findings on the Review of Housing  
Services Provided to BME Communities /  
Individuals by the Council and Local Housing  
Providers (“Light Touch” Best Value Review)**

## **Introduction**

This report sets out the findings of the Race Equality Review undertaken by CEDC as part of the work on the Vale of Glamorgan BME Housing Strategy and Action Plan.

## **Background**

The review was undertaken at the end of 2003 and the early months of 2004. The review involved the completion of a self-assessment questionnaire developed by CEDC specifically for the purposes of reviewing the organisations policies, procedures and practices in relation to race equality.

The questionnaire used for the review was designed and developed by the consultants based upon the format set out in the National Housing Federation and Federation of Black Housing Organisations publication "Race Equality: A framework for review and action". The questionnaire was designed as a self-assessment tool and the responses given by the Association were used to identify key actions in the Vale of Glamorgan BME Housing Strategy and Action Plan.

The questionnaire was divided into 16 modules and was completed by members of staff in the Vale of Glamorgan Council and partner organisations and returned to the consultants. The Lead Consultant from CEDC met with an officer from the Council's Housing Department to discuss the completion of the questionnaire. The interview formed an essential part of the review process and involved discussion about the completion of the questionnaire, the issues that the completion of the questionnaire raised and the identification of areas where action is required by the Council to achieve the aims and objectives of the Vale of Glamorgan BME Housing Strategy and Action Plan.

It was agreed that the questionnaire would be completed by all housing associations and agencies that owned and managed housing in the Vale of Glamorgan. Consequently this report provides details on the review of the following organisations:

- Vale of Glamorgan Council
- Vale Womens Aid
- United Welsh Housing Association
- Tai Trothwy
- Llamau Ltd
- Foundation Housing
- Cadarn Housing Group (Newydd Housing Association)
- Wales and West Housing Association

Each completed questionnaire is attached to this report as an appendix. For some agencies it was not appropriate to complete the 16 modules of the questionnaire.

## **Emerging Themes From Best Value Review**

### **Governance and Staffing**

Although all the housing associations had policies for recruiting Board members, very few had considered targeted initiatives to recruit more BME Board members. This

was felt to be a key issue given the very few Board members from BME backgrounds across the housing associations. Similar initiatives for attracting applications from BME job applicants for more senior posts were also highlighted given that there were very few BME staff in senior management positions in the partnership organisations.

Relatively few organisations seem to make use of ethnic minority press in advertising their services, tenders, jobs and events and this was seen as one practical way of making real progress in attracting potential employees, applicants and Board members to organisations and very much a key step towards achieving greater race equality.

All the organisations were asked to consider building in race equality targets and outcomes into their annual staff appraisal process and to bring in more specific race equality and valuing diversity training as part of the induction process for new staff which would help to reinforce commitment to race equality as part of its core values.

The Welsh Assembly Government have produced a "Race and Housing Training Resource" designed to assist social landlords in Wales to implement their responsibilities under the Black, Minority Ethnic (BME) Housing Action Plan for Wales. Moreover, the Training Resource contains modules that will enable partners to help address most of the emerging themes outlined above.

### **Service Delivery, External Communication and Accessibility**

Organisations were generally pro-active in meeting translation and interpretation needs of BME applicants and tenants. Most of the organisations were asked to consider developing far stronger links with BME organisations and the BME media as this was seen as one way of making these organisations more accessible and welcoming to members of BME communities.

A number of organisations were asked to consider actively seeking to promote positive images of BME people in promotional material and publications to again reinforce a welcoming message to BME communities as part of its commitment to race equality.

### **Contractors, Consultants and Maintenance**

The provision of training/awareness raising in race equality issues for maintenance staff seem to vary across organisations. Very few organisations had considered providing awareness raising training to their contractors taking the understandable line that if contractors failed to comply with the organisation's equal opportunities policies they would no longer work on that particular contract. Organisations were generally asked to ensure that all maintenance staff receive appropriate training and to consider investing in awareness training for their contractors and consultants to both make clear what their expectations are and to reinforce their overall commitment to achieving race equality.

### **New Homes and Refurbishments**

Most organisations reported that they did not have a strategy for meeting the housing needs of BME people (although this was not an issue for organisations who relied on 100% nominations from the local authority) and that there was no reference made to their own housing waiting list data by ethnic origin to identify unmet BME housing need when looking to provide new homes. Organisations were urged to consider building these steps into their development process and also to

build in consultation with local BME groups when identifying housing need as part of the development process.

The issue of designing properties to take into account cultural or religious implications was flagged up and organisations were urged also to consider incorporate this issue into their development design brief.

### **Tackling Racial Harassment**

Most organisations seem to have well established policies which incorporated clear guidance to staff. Some organisations were in the process of developing policies. Very few policies made reference to the Stephen Lawrence Inquiry and its recommendations (including its recommended definition of a racist incident). There is a need for a general review of racial harassment policies, a need to consider adopting a more common approach across the Partnership on dealing with this issue which would also include sharing of good practice and joint training/briefing which would bring in representatives of the Police and from the local BME communities who had direct experience of racial harassment.

## Vale of Glamorgan Council

### Section One – Summary of Key Issues from the Review

#### Module 1 – Governance

The organisation is able to demonstrate its overall commitment to equality and diversity issues within the context of its corporate equality policy (including recently giving responsibility to a senior member of staff as the Council's BME Champion) but will need to give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers.

- The organisation should establish targets for the recruitment of BME Board Members so as to better reflect the ethnic diversity of the areas the organisation works in
- The organisation should introduce positive action initiatives to recruit more senior managers from BME groups

#### Module 4 – External Communication

The organisation appears to have addressed many of the areas covered in this module. To pick out some issues for consideration though:

- The organisation should look at specifically including advice and guidance on race equality issues when producing information for tenants groups
- The organisation should look at providing translations of key written documents in the relevant BME languages of its applicants and tenants
- Although the organisation provides advice sessions/surgeries to which BME communities are of course included, it may wish to consider providing advice sessions/surgeries for specific BME communities particularly in the light of some of the comments expressed in the consultation exercise with BME groups and the availability of premises such as the Muslim Welfare Centre for such outreach work

#### Module 5 – Tackling Harassment

The organisation has comprehensive policies/procedures in place for virtually all of the areas covered in this module. It may wish though to consider:

- Involving representatives from the Police and BME communities in staff training/briefing sessions on racial harassment

#### Module 7 – Contractors and Consultants

The organisation may wish to consider a pro-active response to the general lack of local BME contractors by considering a joint application with partner agencies for funding under the WAG BME Housing Grant Programme 2004-2005 to support initiatives to either identify and promote housing contractors, or to develop and disseminate good practice relating to the employment of BME housing contractors in order to achieve the outcome set out in the WAG BME Housing Action Plan for Wales that contractors employed by social landlords in Wales should more closely reflect the BME composition of the communities they work in. **(N.B Applications for project funding should have been submitted by 6 February 2004 but WAG**



**have confirmed to CEDC that they will consider a late application from the Partnership as a result of an Action Plan recommendation from this type of report.)**

### **Module 8 – Access to Housing**

The organisation has recently introduced a choice based lettings system (Homes4U) which would appear to have been well researched and introduced and which would seem to cover many of the issues raised under this module. Critically the organisation has appreciated the importance of a comprehensive review of Homes4U as part of the need to assess its effectiveness and to look at specific issues e.g. publicity of the scheme in minority ethnic press (in addition to the local press) and the introduction of a system of target setting for who is housed.

### **Module 13 – Supported Housing and Care Services**

The organisation appears to have policies/procedures in place that cover most of the issues under this module but it may wish to consider:

- How it can improve on consultation with local BME organisations and people on what provision is needed and how it should be provided particularly in view of the poor response to previous surveys and the perceived barriers expressed during focus groups and individual survey interviews
- The organisation should consider setting targets for the take up of supported housing and care services by BME people

### **Module 15 – Private Sector Housing**

Given some of the research findings from the BME community consultation stage of the project (particularly in terms of the lack of awareness amongst the BME communities about repair grant procedures and funding availability) the organisation may need to pay particular attention to some of the following:

- The organisation should consult with BME groups when developing/revising its Private Sector Housing Strategy
- The organisation should expedite the production of promotional material about services it provides to people living in the private sector such as enforcement action, grant availability and a guide on how to apply for assistance
- The organisation should disseminate information about its services through BME organisations
- The organisation should have a policy on tackling instances of racial harassment in the private sector
- The organisation should consider setting separate targets for who receives financial assistance in this area from other forms of assistance from the Council in order to be able to demonstrate that all groups are able to access and receive repair grants once the necessary criteria has been satisfied.

## Vale Womens Aid

### Summary of Key Issues from the Review

#### Module 1 – Governance

The organisation whilst clearly promoting equality and diversity within the context of its corporate equality policy will need to give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers.

- The organisation should consider having a Race Equality Champion on both its Board and Management Team ( current Member and Manager would take on such roles)
- The organisation should establish targets for the recruitment of BME Board Members so as to better reflect the ethnic diversity of the areas the organisation works in
- The organisation should introduce positive action initiatives to recruit more senior managers from BME groups

#### Module 2 – Staffing

The organisation does currently employ BME staff and collects ethnic monitoring data on job applicants.

- As recommended above, the organisation should have a strategy for recruiting and retaining BME staff so that it can aim to eventually employ BME staff in direct proportion to the numbers of BME people in the areas served by the organisation
- The organisation should consider engaging with positive action schemes such as positive action training in housing (PATH) trainees
- The organisation should look at raising awareness of positive action initiatives as part of its general race/diversity training programme.

#### Module 3 – The Corporate Culture

The organisation has and demonstrates a clear and focused commitment to Equality of Opportunity.

- The organisation should include Race Equality targets in its annual appraisals for staff.
- The organisation should report on Race Equality in its Annual Report

#### Module 4 – External Communication

The organisation is pro-active in many of the areas covered under this module with, for example, having access to translation services that cover relevant BME languages, initial assessment of clients which checks their preferred language of communication and is currently planning to have positive images of BME people in its publications and other material.

- The organisation should consider the provision of advice sessions or surgeries for BME clients where communication in English could be difficult
- The organisation may want to consider having a register of staff that can translate or interpret information into one of the relevant BME languages of its clients or potential clients
- The organisation should consider introducing a Communication or Information Strategy which would incorporate many race equality considerations amongst other issues

### **Module 5 – Tackling Harassment**

The organisation does not currently have a racial harassment policy and subsequently staff have no clear guidance on how to deal with an important issue for many BME clients/potential clients

- The organisation should introduce a racial harassment policy which, in addition to giving staff clear guidance, would also encourages close working links with the Police, the local BME community, Tenants groups and linking up with appropriate organisations to develop outreach work with schools and youth clubs to tackle racial harassment should this outreach work be seen as a relevant factor

## United Welsh Housing Association Ltd

### Summary of key issues from the review

#### Module 1 – Governance

The Association whilst promoting equality and diversity within the context of its corporate equality and diversity policy doesn't give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers.

- The Association should consider introducing a written policy in respect of the recruitment and retention of Board Members, including Board Members from BME groups.
- The Association should establish targets for the recruitment of BME Board Members
- The Association should consider appointing a Race Equality Champion on the Board
- The Association should introduce positive action initiatives to recruit more senior managers from BME groups
- The Association should appoint a Race Equality Champion from the Senior Management Team

#### Module 2 – Staffing

The Association's policies and practices in relation to staffing and race equality are exemplary. It has established targets in terms of the proportion of BME staff in its areas of operation and is actively seeking to recruit additional members of staff from BME groups.

- The Association should consider targeting BME applicants, to increase the numbers of BME applicants applying for posts with the Association, such as circulating adverts to BME groups.

#### Module 3 – The Corporate Culture

The Association has and demonstrates a clear and focused commitment to Equality and Diversity.

- The Association should consider amending/extending the Equality and Diversity Policy to have a section specifically on Race Equality.
- Race Equality matters should become a core part of Senior Management Team meetings, Team Briefings, Team Meetings and Staff Supervision Sessions.
- The Association should report on Race Equality in its Annual Report
- The Association should include Race Equality targets in its annual appraisals for staff.

## **Module 4 – External Communications**

The Association was in the process of developing a Communication Strategy at the time of the Review.

- The communication Strategy needs to include Race Equality considerations such as:
  - Policy guidelines about tackling stereotyping, the use of photographs and the content of articles;
  - Ensuring that the Associations publicity material reflects it's commitment to race equality
  - Advertising tenders jobs and services in relevant BME media.
- The Association needs to ask service users how they would rather communicate with the Association and respond to those needs

## **Module 5 – Tackling Harassment**

The Association has a strong record of achievement in tackling racial harassment, including taking possession action against the perpetrators of racial harassment.

- The Association needs to review it's Allocation Scheme to introduce a racial harassment criteria that gives victims adequate priority for immediate rehousing.
- The Association needs to introduce a policy that enables officers to target hardening measures to the homes of victims of racial harassment.
- The Association needs to introduce a policy that enables officers to procure support for victims of racial harassment.

## **Module 6 – New Homes and Refurbishments**

The Association has identified it's willingness to work with Council's and BME groups to develop housing to meet identified needs and has previously identified specific cultural and religious needs to inform the design of homes.

- The Association needs a specific statement within a Race Equality Policy that sets out it's commitment to meeting the needs of BME people.
- The Association needs to ensure that in it's discussions with local authorities in respect of Community Housing Agreement, that the identification and meeting of the needs of local BME people is an explicit part of the agreement.

## **Module 7 – Contractors and Consultants**

The Associations Policies and Procedures with regard to the engagement of contractors and consultants, ensures compliance with equality and diversity policy.

- The Association should specify to large contractors that they should encourage BME sub-contractors to tender for work with them.
- The Association should consider how it could extend local labour agreements with contractors to apply to local BME people.

## **Module 8 - Access to Housing**

The Association has published allocations scheme and letting policies that are reviewed to ensure compliance with equality and diversity policy. Lettings decisions are checked to ensure compliance with policy.

- The Association needs to commence monitoring the following:
  - the quality and location of lettings made to BME people
  - the length of time BME people spend on the waiting list

## **Module 9 – Maintenance**

The Association ensures that BME people who use English as a second language are able to report repairs and that repairs that are required as a result of racial harassment are prioritised.

- The Association should consider how they can ensure all staff from maintenance contractors have been trained about race equality.
- The Association should consider that the systems for prioritising repairs takes into account the cultural and religious needs of different groups.
- The Association should commence monitoring the following:
  - satisfaction with repairs and elements of reporting process by ethnic group
  - quality of work completed by ethnic group
  - average time to respond to repair requests, by category, by ethnic group

## **Module 10 – Other Housing Management**

The Association subscribes to sources of best practice information, and ensures that staff are clear about the implementation of policies and practices.

- The Association urgently needs to update the information it holds on the ethnicity of service users.
- The Association needs to make an explicit statement on the need to consider the impact of policy changes on race equality and on BME tenants.
- The Association needs to commence monitoring the following:
  - key stages of the rent arrears process by ethnic group
  - rent levels by ethnic group
  - neighbour disputes by ethnic group

## **Module 11 – Tenant Involvement**

The Association has a Tenant Compact and Tenant Involvement Strategy. The Strategy recognises communities of interest. Tenant Associations must demonstrate that they are representative of tenants in the areas they represent and have an equality and diversity policy in place.

- The Association needs to adopt specific race equality objectives and targets in its Tenant Participation Strategy.
- The Association needs to consider how it can support BME tenants in participation initiatives
- The Association needs to monitor the level of involvement by BME people in tenant participation initiatives

### **Module 12 – Neighbourhood Renewal**

The Association would consult with BME tenants, as it would other tenants prior to and during programme neighbourhood renewal work.

- The Association needs to make an explicit commitment to consult with BME tenants as part of neighbourhood renewal programmes

### **Module 13 – Supported Housing and Care Services**

The Association consults BME communities in the planning of schemes and services, places expectations upon Managing Partners in terms of the promotion of equality and diversity, has policies for dealing with harassment or abuse from staff or the abuse of staff and builds equality and diversity issues into the annual review of schemes. However the introduction of the Supporting People regime has introduced new relationships between the Association, Managing Partners and Local Authorities.

- The Association needs to work with Local Authorities to ensure that race equality has a high profile in the review of ASP and SPG funded schemes
- The Association needs to ensure that data on the ethnicity of supported housing tenants is shared with the Association by all Managing Partners

### **Module 14 – Working with Partners**

The Association requires partners to demonstrate their commitment to equality and diversity.

- The Association needs to introduce criteria that prioritise race equality when selecting partner organisations.
- The Association needs to ensure that arrangements are in place that require partner organisation to share data on the ethnicity of service users

### **Conclusion**

The review of race equality in United Welsh has demonstrated a high level of commitment to promoting equality and diversity in everything the Association does as an employer and service provider. The review has identified much positive practice within the Association in terms of policy and practice in relation to race equality.

## **Tai Trothwy**

### **Summary of key issues from the review**

#### **Module 1 – Governance**

The organisation whilst promoting equality and diversity within the context of its corporate equality policy doesn't give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers.

- The Association should consider introducing a written policy in respect of the recruitment of the recruitment and retention of Board Members, including Board Members from BME groups.
- The Association should establish targets for the recruitment of BME Board Members
- The Association should introduce positive action initiatives to recruit more senior managers from BME groups

#### **Module 2 – Staffing**

The organisations policies and practices in relation to staffing and race equality are exemplary. The organisation employs a proportion of BME staff that reflects the population in each of the areas of operation and actively targets BME people in terms of recruitment.

- The organisation might wish to discuss with staff members from BME groups their views of the support offered to them by the organisation.

#### **Module 3 – The Corporate Culture**

The organisation has and demonstrates a clear and focused commitment to Equality of Opportunity.

- Race Equality matters should become a core part of Senior Management Team meetings, Team Briefings, Team Meetings and Staff Supervision Sessions.
- The organisation should include Race Equality targets in its annual appraisals for staff.
- The organisation should report on Race Equality in its Annual Report

#### **Module 4 – External Communications**

The organisation whilst having given much thought to how it communicates externally needs to formalise this process.



- The organisation should consider adopting a Communication Strategy, and should ensure that the Strategy includes Race Equality considerations such as:
  - Policy guidelines about tackling stereotyping, the use of photographs and the content of articles;
  - Ensuring that the organisations publicity material reflects it's commitment to race equality
  - Advertising tenders jobs and services in relevant BME media.
- The organisation should distribute material about the services it provides in the Vale to BME groups, via Race Equality First.

### **Module 5 – Tackling Harassment**

The organisation has robust systems in place to tackle racial harassment. However, as the organisation is reliant on another Housing Association it in some places only plays an advocacy role on behalf of the victims of racial harassment.

### **Module 8 - Access to Housing**

The organisation takes referrals, either self-referrals or referrals from third parties and does not have a single published allocations scheme and letting policies.

- The organisation needs to establish targets for BME tenants for each of the organisations schemes and report on progress in achieving these targets on a bi-annual basis to the Board.
- The organisation may wish to consider undertaking research either alone or in partnership with Cymorth to establish why BME people are underrepresented in supported housing schemes.

### **Module 11 – Tenant Involvement**

The organisation involves service users in the development of policies and practices.

- The organisation needs to adopt specific race equality objectives and targets in its Service User Participation Strategy.
- The organisation needs to consider how it can support BME tenants in participation initiatives
- The organisation needs to monitor the level of involvement by BME people in participation initiatives

### **Module 13 – Supported Housing and care Services**

The organisation is dependent upon partnership working with the local authority to plan the development of new services. The services it provide in the Vale of Glamorgan are accessible by referral only from the YOT or Probation.

- The organisation may want to establish targets in partnership with referring agencies for the take up services by BME people.

### **Conclusion**

The review of race equality in Tai Trothwy has demonstrated a high level of commitment to promoting equality and diversity in everything the organisation does as an employer and service provider. The review has identified much positive practice within the Association in terms of policy and practice in relation to race equality.

*Appendix V*

## **Llamau Ltd**

### **Summary of key issues from the review**

#### **Module 1 – Governance**

The organisation whilst promoting equality and diversity within the context of its corporate equality policy doesn't give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers.

- The Association should consider introducing a written policy in respect of the recruitment of the recruitment and retention of Board Members, including Board Members from BME groups.
- The Association should establish targets for the recruitment of BME Board Members
- The Association should consider appointing a Race Equality Champion on the Board
- The Association should introduce positive action initiatives to recruit more senior managers from BME groups
- The Association should appoint a Race Equality Champion from the Senior Management Team

#### **Module 2 – Staffing**

The organisations policies and practices in relation to staffing and race equality are exemplary. Whilst the organisation hasn't established targets in terms of the proportion of BME staff in its areas of operation, it employs a proportion of BME staff that reflects the population in each of the areas of operation.

- The organisation should introduce targets for the proportion of staff it employs from BME groups.
- The organisation should consider targeting BME applicants, to increase the numbers of BME applicants applying for posts with the Association, such as circulating adverts to BME groups.

#### **Module 3 – The Corporate Culture**

The organisation has and demonstrates a clear and focused commitment to Equality of Opportunity.

- The organisation should consider amending/extending the Equal Opportunities Policy to have a section specifically on Race Equality.

- The organisation should develop and adopt a Race Equality Action Plan
- Race Equality matters should become a core part of Senior Management Team meetings, Team Briefings, Team Meetings and Staff Supervision Sessions.
- The organisation should report on Race Equality in it's Annual Report
- The organisation should include Race Equality targets in it's annual appraisals for staff.

#### **Module 4 – External Communications**

The organisation needs to consider how it communicates externally and how it can ensure that information about the organisation and its services reaches as wide an audience as possible, particularly those who need to use the services offered by Llamau.

- The organisation should consider adopting a Communication Strategy, and should ensure that the Strategy includes Race Equality considerations such as:
  - Policy guidelines about tackling stereotyping, the use of photographs and the content of articles;
  - Ensuring that the organisations publicity material reflects it's commitment to race equality
  - Advertising tenders jobs and services in relevant BME media.
- The organisation needs to ask service users how they would rather communicate with the organisation and respond to those needs.
- The organisation should distribute material about the services it provides in the Vale to BME groups, via Race Equality First.

#### **Module 5 – Tackling Harassment**

The organisation has robust systems in place to tackle racial harassment. However, as the organisation is reliant on other Housing Associations it in some places only plays an advocacy role on behalf of the victims of racial harassment.

- The organisation needs to enter into protocols with social landlords and the police for exchanging information about race hate crimes
- The organisation needs to publicise its commitment to tackling racial harassment by the production and distribution of posters

#### **Module 8 - Access to Housing**

The organisation takes referrals, either self-referrals or referrals from third parties and does not have a single published allocations scheme and letting policies.

- The organisation needs to establish targets for BME tenants for each of the organisations schemes and report on progress in achieving these targets on a bi-annual basis to the Board.

- The organisation may wish to consider undertaking research either alone or in partnership with Cymorth to establish why BME people are underrepresented in supported housing schemes.

### **Module 10 – Other Housing Management**

The organisation doesn't deliver housing management services itself it relies on other social landlords to provide housing management services.

- The organisation must ensure that the information it holds on the ethnicity of service users is up to date and accurate.
- The organisation needs to ensure that the requirements of other social landlords are explicitly spelt out in terms of the promotion of race equality and that it works in partnership with the landlord to effectively promote race equality.

### **Module 11 – Tenant Involvement**

The organisation involves service users in the development of policies and practices.

- The organisation needs to adopt specific race equality objectives and targets in its Service User Participation Strategy.
- The organisation needs to consider how it can support BME tenants in participation initiatives
- The organisation needs to monitor the level of involvement by BME people in participation initiatives

### **Conclusion**

The review of race equality in Llamau has demonstrated a high level of commitment to promoting equality and diversity in everything the organisation does as an employer and service provider. The review has identified much positive practice within the Association in terms of policy and practice in relation to race equality.

## Foundation Housing

### Summary of key issues in the review

#### Module 1 – Governance

The organisation whilst clearly promoting equality and diversity within the context of its corporate equality policy will need to give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers. The organisation does have a stronger starting point than most on this issue with its current Chair being from a BME community although it does not employ any BME staff.

- The organisation should introduce a Code of Conduct for its members which makes reference to racist behaviour
- The organisation should establish targets for the recruitment of BME Board Members
- The organisation should introduce positive action initiatives to recruit more senior managers from BME groups

#### Module 2 – Staffing

The organisation does not currently employ any BME staff although it has formed links with the AWEMA Housing Subject Committee and considered the placing of job adverts in ethnic minority publications

- As recommended above, the organisation should have a strategy for recruiting and retaining BME staff so that it can aim to eventually employ BME staff in direct proportion to the numbers of BME people in the areas served by the organisation
- The organisation should consider engaging with positive action schemes such as positive action training in housing (PATH) trainees
- The organisation should introduce a procedure for tackling racist behaviour in the workplace even though currently no BME staff are yet employed

#### Module 3 – The Corporate Culture

The organisation has and demonstrates a clear and focused commitment to Equality of Opportunity.

- The organisation should include Race Equality targets in its annual appraisals for staff.
- The organisation should report on Race Equality in its Annual Report

#### Module 5 – Tackling Harassment

The organisation is currently developing a racial harassment policy, which should give clear guidance to staff on how to deal with this issue, and which should also

incorporate the Stephen Lawrence Inquiry recommended definition of a racial incident.

- The organisation should ensure that the new racial harassment policy encourages close working links with the Police, the local BME community, Tenants groups and linking up with appropriate organisations to develop outreach work with schools and youth clubs to tackle racial harassment should this outreach work be seen as a relevant factor

### **Module 11 – Tenant Involvement**

The organisation is currently developing a Tenant Involvement Strategy which should address a number of issues raised under this module.

## **Cadarn Housing Group (Newydd Housing Association)**

### **Summary of key issues in the review**

#### **Module 1 – Governance**

The organisation is able to demonstrate its overall commitment to equality and diversity issues within the context of its corporate equality policy. It has a clear view that equality in the area of governance should be more about “processes for membership not recruiting through advertisement”. will need to give sufficient prominence to race equality in terms of the recruitment of Board Members and Senior Managers.

- The organisation should consider having a Race Equality Champion on both its Board and Management Team ( current Member and Director would take on such roles)
- The organisation should establish targets for the recruitment of BME Board Members so as to better reflect the ethnic diversity of the areas the organisation works in
- The organisation should introduce positive action initiatives to recruit more senior managers from BME groups

#### **Module 2 – Staffing**

The organisation has comprehensive policies/procedures in place for many of the areas covered in this module. To pick out some issues for consideration though:

- The organisation should look at introducing into its staff appraisal system clear Race Equality action points and targets and monitor performance against these
- The organisation should consider reviewing its staff Induction programme to take into account the organisation's commitment to Race Equality and Diversity
- The organisation currently provides very little Race Equality and valuing diversity training for staff and this needs to be addressed

#### **Module 5 – Tackling Harassment**

The organisation has comprehensive policies/procedures in place for many of the areas covered in this module. To pick out some issues for consideration:

- The organisation should look at giving greater publicity to its commitment to tackling racial harassment e.g articles in newsletters, production and dissemination of leaflets
- The organisation should consider involving representatives from the Police and BME communities in staff training/briefing sessions on racial harassment
- The organisation should look at introducing a review system of the action taken in response to a report of racial harassment

#### **Module 7 – Contractors and Consultants**

This was one area where there were several issues that the organisation would need to look at including:

- How best to build in race and equality considerations into the tendering process
- How to monitor contractors' and consultants' performance on race equality in employment and service delivery
- The appropriateness of specifying to large contractors that they should encourage BME sub- contractors to bid for work with them
- Introducing local labour clauses to contracts to promote access to jobs by local BME people

### **Module – 9- Maintenance**

The organisation may wish to consider the following issues:

- How best to take into account the needs of its BME tenants in the way in which tenants can report repairs during the working day and through an out of hours service (e.g. language provision)
- The feasibility of providing training to contractors on meeting the needs of BME tenants and providing a sensitive and appropriate service in carrying out repairs
- Introduction of performance monitoring data to monitor by ethnicity service delivery/repairs service as part of an overall commitment towards promoting race and equality onto the corporate agenda

### **Module 11 – Tenant Involvement**

The organisation may need to consider a number of issues including:

- Introducing explicit race equality objectives and targets into its tenant involvement/participation strategy
- Considering how BME tenants can have the opportunity/be encouraged to play a full role in all tenant involvement organisations and structures including taking appropriate positive measures



## **Wales and West Housing Association**

### **Section One – Summary of Key Issues from the Review**

#### **Module 1 – Governance**

The organisation has policies in place for the recruitment of Board members and senior staff. It is pro-active in advertising specific posts with AWEMA and local RECs and has a statement in its advertisements regarding under-representation.

The organisation may wish to consider the following issues:

- Having a Race Equality Champion on its Board
- Establishing targets for the recruitment of BME Board Members so as to better reflect the ethnic diversity of the areas the organisation works in
- The introduction of positive action initiatives to recruit more senior managers from BME groups
- Producing a written strategy for recruiting and retaining BME Board Members
- Making specific reference to racist behaviour in its Code of Conduct for members

#### **Module 2 – Staffing**

The organisation employs BME staff, has policies/procedures in place for many of the areas covered in this module and currently provides Race Equality and valuing diversity training for its staff. It has also in the past employed PATH trainees. The organisation may in addition wish to consider the following issues:

- Introducing into its staff appraisal system clear Race Equality action points and targets and monitor performance against these
- Reviewing its staff Induction programme (which already includes a general equal opportunities element) to see if more specific training is needed to reflect the organisation's commitment to Race Equality and Diversity
- The organisation should consider having a strategy for recruiting and retaining BME staff to complement a similar strategy for BME Board Members

#### **Module 4 - External Communication**

The organisation has a Communications Strategy, employs a Communications Officer, subscribes to Language Line and is developing a method to allow people to identify themselves which key documents need to be translated. It also disseminates information about its services through to BME organisations. It also has created a post of Diversity Officer.

In addition to this good practice, the organisation may wish to consider also:

- Providing where appropriate advice sessions or surgeries for specific BME communities

- Developing a register of staff that can translate or interpret information into one or the relevant BME languages of its applicants and tenants (although using staff for such duties should take into account work-load pressures from their core duties)
- Periodic review of the accuracy of the information it translates

### **Module 6 – New Homes and Refurbishments**

The organisation may need to consider the following:

- Developing a strategy for meeting the housing needs of BME people
- Ensuring that the strategy currently being developed with the local authority provides mechanisms to consult local BME groups when identifying housing need issues as part of the development process
- Ensuring that the strategy makes reference to any cultural or religious implications in the designs of its housing

### **Module 7 – Contractors and Consultants**

The organisation requires contractors and consultants to demonstrate their commitment to race equality by requiring them to have an equal opportunities in place before they can be employed.

The organisation may wish to consider the following issues:

- How best to further build in race and equality considerations into the tendering process
- How to monitor contractors' and consultants' performance on race equality in employment and service delivery
- The appropriateness of specifying to large contractors that they should encourage BME sub- contractors to bid for work with them
- Introducing local labour clauses to contracts to promote access to jobs by local BME people

### **Module 8 – Access to Housing**

The organisation has a range of policies and procedures in place for most of the areas covered under this module including published lettings and transfer policies, access to translation services for applicants, using the application form to invite applicants to request an application from in a minority language, reviewing its Choice Based Lettings policy and procedures to ensure that none of the criteria or processes used have a discriminatory impact and staff are trained to ensure that the assessment process is fair and interviews non – discriminatory. In addition, the organisation takes positive steps to seek BME housing applicants in areas with a known BME population.

The organisation may though wish to consider the following:

- Monitoring the lettings process to cover quality and location of lets to BME households as well as the number of such lets

- Monitoring the time which BME households spend on the waiting list compared to white households
- Regularly reviewing nominations and Choice Based Lettings referral arrangements to assess how effective these arrangements are in meeting local BME housing needs

### **Module – 9- Maintenance**

The organisation may wish to consider the following issues:

- The feasibility of providing awareness raising training to contractors on meeting the needs of BME tenants and providing a sensitive and appropriate service in carrying out repairs
- Introduction of performance monitoring data to monitor by ethnicity service delivery/repairs service as part of an overall commitment towards promoting race and equality onto the corporate agenda

### **Module 10 – Other Housing Management Services**

The organisation may need to consider:

- Mechanisms for obtaining input from its BME tenants and local BME organisations (e.g. VALREC) in developing and reviewing its policies and procedures. (This would need to be considered alongside the BME Special Interest Group that the organisation is currently attempting to establish which would be looking at this type of issue)
- Reviewing its rent arrears procedure to check that it takes into account the possible needs of BME tenants e.g. language, literacy, familiarity of the system
- Developing performance indicators to monitor by ethnicity a range of housing management service delivery areas (e.g. benefits advice service take-up, rents arrears operation, property re-possession and neighbour disputes)

## Hafod Housing Association

### Summary of Key Issues from the Review

#### Module 1 – Governance

The organisation has no specific procedures in place for the general recruitment of Board members relying on election rather than recruitment. Equality is described as being at the heart of the organisation's policies and it features strongly in the staff induction process. The organisation employs BME staff at senior as well as in more junior levels and has a Code of Conduct for members which makes reference to racist behaviour.

The organisation may wish to consider the following issues:

- Having a Race Equality Champion on its Board and on its Senior Management Team
- The organisation should consider setting targets for the recruitment of BME Board Members so as to better reflect the ethnic diversity of the areas the organisation works in
- The organisation should consider producing a written strategy for recruiting and retaining BME Board Members

#### Module 3 – The Corporate Culture

The organisation has a clear statement of its core values which incorporate its commitment to promoting Race Equality.

The organisation may need to consider:

- Building in Race Equality targets in its annual staff appraisals
- Including Race Equality as a specific heading in its Annual Review
- Developing its own Race Equality Action Plan

#### Module 4 - External Communication

The organisation has access to translation and interpreting services that cover the relevant BME languages of its applicants and tenants. The organisation also has a Communication Strategy and its publicity material reflects its commitment to Race Equality.

In addition to these positive aspects, the organisation may wish to consider the following:

- Actively seeking to promote positive images of BME people in its publications and other material
- Developing a register of staff that can translate or interpret information into one or the relevant BME languages of its applicants and tenants (although using staff for such duties should take into account work-load pressures from their core duties as well as whether such a register is necessary if existing arrangements are satisfactory)
- Periodic data review/update on the BME languages used by applicants and tenants

- Advertising tenders, jobs or events in relevant BME ethnic media

### **Module 5 – Tackling Harassment**

The organisation has a general harassment policy, which includes clear procedural guidance to staff. In addition, the standard tenancy agreement includes an anti harassment clause.

The organisation may wish to consider the following:

- Drawing up a specific racial harassment policy which makes reference to the recommendations/advice from the Stephen Lawrence Inquiry including adopting the definition of a “racial incident”
- Publicising its commitment to tackling racial harassment through newsletter articles, leaflets etc
- Working with tenants groups to help tackle racial harassment on estates where this is an issue
- Multi agency working with the Police and other organisations (e.g VALREC, Merthyr Tydfil Multi Agency Forum) to tackle racial harassment through outreach work with schools and youth clubs on estates where this is an issue
- Involving representatives from the Police and the BME community in briefing or training staff on racial harassment
- Developing a short basic form for collecting initial information about incidents of racial harassment
- Setting time limits to ensure it responds to reports of racial harassment quickly and effectively
- Taking a victim centred approach to tackling racial harassment and providing training to staff on how to follow such an approach
- Providing “target hardening” for households which experience racial harassment e.g. toughened glass for windows or reinforced front doors

### **Module 6 – New Homes and Refurbishments**

The organisation may need to specifically consider:

- The development of a strategy for meeting the housing needs of BME people which will include mechanisms to consult local BME groups when identifying housing need issues as part of the development process
- Analysing its housing waiting list data by ethnic origin when identifying unmet housing need as part of the development process
- Taking steps to increase its knowledge of the preferred locations of the BME households in the areas where it operates
- Taking into account cultural or religious implications in the designs of its housing

### **Module 7 – Contractors and Consultants**

The organisation may need to consider the following issues as part of its overall commitment to Race Equality:

- Pro-actively requiring contractors and consultants to demonstrate their commitment to race equality as part of the tendering process by, for example, requiring them to submit a copy of their equal opportunities policies
- Specifying to contractors and consultants its race equality/equal opportunities requirements of them and what will happen in the event of breach

- How to monitor (including the use of target setting) contractors' and consultants' performance on race equality in employment and service delivery
- The appropriateness of specifying to large contractors that they should encourage BME sub- contractors to bid for work with them
- Introducing local labour clauses to contracts to promote access to jobs by local BME people
- The feasibility of requiring contractors and consultants to provide up to date figures on the ethnic origin of their workforces

### **Module 8 – Access to Housing**

The organisation has a published lettings policy which it makes available to applicants and others.

The organisation may wish to consider the following issues:

- Taking positive steps to seek BME housing applicants e.g. advertising in ethnic minority press
- Reviewing policies/procedures on local lettings initiatives to ensure that none of the criteria used or processes involved have a discriminatory impact
- Using the same criteria to assess direct applications and transfer applications (as well as publishing its transfer policy)
- Ensuring that staff who assess direct applications have been trained so that the assessment process is fair and interviews non-discriminatory
- Introducing monitoring systems to cover issues such as time BME households spend on the waiting list compared to non BME households, monitoring quality and location of lets to BME households as well as the number of such lets, monitoring to see how effective the lettings process has been in terms of meeting BME housing needs

### **Module 9 - Maintenance**

The organisation follows good practice through its policy of ensuring that repairs that are required as a result of harassment are treated as priorities and working only with those contractors who agree to comply with its race equality policies.

The organisation may also wish to consider the following issues:

- Providing training to relevant staff to ensure they carry out their functions in a fair and non-discriminatory way
- Considering providing basic awareness training/guidance for contractors on providing an appropriate service when meeting the needs of BME tenants

### **Module 10 – Other Housing Management Services**

In addition to keeping up to date with good practice in housing management in regard to race equality and developing a process of obtaining input from the local BME community when developing and reviewing policies, the organisation may also wish to consider the following:

- Ensuring that housing management staff that handle neighbour disputes are clear about the relevant policies and procedures (e.g. on harassment) particularly where BME tenants are involved
- Ensuring that the rent arrears policy and procedures take into account the possible needs of BME tenants, (e.g. language, literacy, familiarity of the system)

- Developing performance indicators/monitoring systems in different areas that take ethnic origin into account

### **Module 11- Tenant Involvement**

There are a number of issues the organisation may wish to consider under this module including:

- Including explicit race equality objectives and targets in the organisation's tenant involvement/participation strategy
- Taking appropriate and positive measures to encourage and support BME tenants to play a full part in all tenant involvement organisations and structures relating to where they live
- Incorporating into the job descriptions and person specifications of tenant participation staff the promotion of race equality
- Providing training on race equality to tenant participation staff as part of their training and ongoing development
- Considering monitoring the operation of recognised tenants associations in terms of their performance on race equality objectives which would have been one of the criteria for recognition