Vale of Glamorgan Council

Black and Minority Ethnic Housing Strategy & Action Plan

Cymru Equality & Diversity Consortium on Behalf of Vale of Glamorgan Council & Partners

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• Tai Trowthy
• Vale Womens Aid
• Race Equality First
• Muslim Welfare Association
• Cardiff Gypsy and Traveller Project
• Vale Centre for Voluntary Services
Black and Minority Ethnic Housing Strategy & Action Plan

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1 EXECUTIVE SUMMARY

This Executive Summary provides a summary overview of the research carried out on behalf of Vale of Glamorgan Council and Partners by Cymru Equality and Diversity Consortium as part of its brief to develop a Black and Minority Ethnic Housing Strategy and Action Plan.

To produce such a Strategy and Action Plan is now a requirement for all Welsh social housing landlords set out by the Welsh Assembly Government in its “Black and Minority Ethnic Housing Action Plan for Wales.”

1.1 KEY FINDINGS FROM THE RESEARCH

Research into the housing circumstances of BME communities in the Vale of Glamorgan revealed a number of basic facts including:

- The Vale of Glamorgan Council has a BME population of 2576 out of a total population of 119,292 (or 2.16%) based on the 2001 Census

- People of Mixed Race origins (in particular, White and Black Caribbean) and people from Asian/Asian British categories form the largest BME groups in the County Borough

- Generally BME average household size is larger than the Vale average household size of 2.45 with, for example, Chinese, Bangladeshi and Mixed Race (White and Asian) groups having average household sizes of 7.62, 6.41 and 5.48 respectively

- The BME population in the Vale is pre-dominantly located in urban areas of Penarth, Barry, Dinas Powys and Llantwit Major

- In terms of housing tenure, BME households in the County Borough are generally over-represented in the private rented sector (though there are exceptions mainly from some Mixed Race, Asian and Chinese groups). BME households were over-represented in terms of those renting from social landlords,(though again with exceptions this time mainly from Indian, Pakistanis and Chinese groups). In terms of owner-occupation, BME groups were under-represented though with exceptions mainly from the Indian community
Consultation involving the use of focus groups and face to face surveys with members of BME communities established a number of issues including:

- 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 (62% felt their homes were suitable)

- 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

- In terms of crime, whilst participants generally acknowledged that crime rates in the Vale compare well against other areas in Wales, that the perception of crime is often much worse than the incidence of crime and that satisfaction levels with the police response to individual reported crimes is high, there were calls for “closer monitoring of hot spot areas where vandalism is apparent” as well as requests for a greater visible police presence in “so-called quiet residential areas”

- 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.

In addition to the individual surveys that were carried out on behalf of CEDC by Race Equality First REC, CEDC also worked with staff at the Muslim Welfare Association in Barry to facilitate a focus group. Key issues from this group included:
Importance to participants living close to the Mosque and Community Centre

Negative aspects included poor state of repair of homes (which were either owned or privately rented), properties being too small for the needs of families and distance of homes from schools

Lack of familiarity with system relating to grant assistance for repairs

Increase in hostility towards participants since “9/11”

High awareness of participants of the Council but poor ratings on service satisfaction levels although dealings tended to be more with Council Tax and Housing Benefits rather than Housing Services

Low awareness levels of participants towards other agencies, including housing associations which resulted in participants being unable to provide service satisfaction ratings

Female participants felt that language was the most important barrier to accessing housing services and felt that the Council could recruit a female outreach worker who spoke their language and could hold surgeries at the Muslim Welfare Centre premises

A further barrier identified by female participants that agencies only appeared to employ white staff and that this created an impression that they would not be treated fairly and sympathetically

Male participants identified the long waiting lists associated with accessing services as a barrier and the lack of suitable housing near to the Mosque as barriers

A “Light Touch” Best Value review of services provided by the Council and partners established a number of issues including:

**Governance**

- Positive action initiatives to increase number of BME Board members in housing associations and having a Race Equality Champion on the Board were some of the issues raised

**Staffing**

- Amongst the issues raised here included a need to consider bringing into the staff annual appraisal system clear Race Equality action points and targets and the need for staff inductions to specifically include Race Equality and valuing diversity training

**Corporate Culture**

- All organisations having clear statements of their core values and including a general commitment to promoting race equality as part of these core values were among issues considered
External Communication
- Communication/Information Strategies, having publicity material that reflect the commitment to Race Equality and using BME media to advertise tenders, jobs or events were among the issues considered.

Tackling Harassment
- The need for clear policies which incorporate recommendations from the Stephen Lawrence Inquiry and which give clear guidance to staff was crucial along with the idea of involving representatives from the Police and the BME community in the briefing or training of staff.

New Homes and Refurbishments
- The need for organisations to have a strategy for meeting the housing needs of BME people and to consult local BME groups when identifying housing need for new or refurbished homes were among two of several critical issues.

Contractors and Consultants
- Seeking to encourage contractors and consultants to both demonstrate their commitment to Race Equality and encouraging them become familiar with the organisation's commitment was at the centre of this module.

Access to Housing
- Taking positive steps to attract BME housing applicants by advertising in minority ethnic press and developing a range of monitoring different service delivery areas by ethnicity were among some of the issues.

Maintenance
- The need to ensure that there is appropriate training for in-house staff and also the need for proper training/briefing of maintenance and repair contractors were highlighted.

Tenant Involvement
- Encouraging BME people to get fully engaged with tenant organisations and tenant involvement issues along with giving tenant participation strategies explicit race equality objectives and targets were among key issues.

Private Sector Housing
- Given the comparatively high level of disrepair in the private sector and the greater than average proportion of BME households occupying this sector, the need for the Council to have Race Equality considerations in its Private Sector...
Housing Strategy and to consult with BME groups when developing this strategy is a crucial issue

These findings have helped to form a comprehensive set of actions and recommendations that underpin this BME Housing Strategy and which, along with the proposals for future monitoring, should provide an invaluable framework for the Council and Partners to further improve performance in this area of operation.
2  INTRODUCTION

2.1 Why a Black and Minority Ethnic Housing Strategy is needed in the Vale of Glamorgan

Figures from the 2001 Census, showed that 2,576 people out of a total population of 119,252 people in the County Borough or 2.16% were from a black or minority ethnic background. The Council and partners do not regard this relatively small number of the overall population as a basis for having anything less than a full commitment to race equality. This is evidenced by the Council’s core values, which are:

“To ensure equality of access and provision, the Council will ensure equality of access and provision for all customers and equality in identifying the needs of the communities we serve.”

This core value is fundamental to how the Council approaches service delivery and its relationship with people in the County Borough.

The Council and partners consider the development of a BME Housing Strategy as part of a wider Corporate approach on race equality and as part of an even wider vision set out by the Welsh Assembly Government. The Welsh Assembly Government recognises that equitable access to affordable, quality housing has an impact on issues such as health, educational achievement, employment prospects, community development, and economic prosperity.

In September 2002 following an extensive consultation period, the Welsh Assembly Government published its Black and Minority Ethnic Housing Action Plan for Wales. The aim of the Plan is to ensure that clear directives and targets are set for social landlords and other providers of housing, to ensure that discrimination and disadvantage is eliminated across black and minority ethnic communities living in Wales.

The Plan includes the following definition of a Black and Minority Ethnic (BME) Housing Strategy:

“A BME Housing Strategy should be an agreed, long-term housing vision for local BME people and a statement of strategic BME housing related objectives and target outcomes for a single social landlord or a group of social landlords working in partnership.” It should:

- Demonstrate how local BME housing issues and opportunities to promote race equality in housing have been identified.
- Show how these issues and opportunities will be responded to strategically.
The Black and Minority Ethnic Housing Action Plan for Wales requires that by April 2004, all local authorities and Registered Social Landlords (RSL’s) to have in place an individual BME Housing Strategy, or be a partner to a regional and/or multi agency BME Housing Strategy.

As well as producing a BME Housing Strategy by April 2004, the BME Housing Action Plan for Wales requires all local authorities and RSL’s to have had in place by December 2003, arrangements for all staff, councillors/board members and key tenant representatives to receive appropriate levels of race equality training.

The BME Housing Action Plan for Wales requires local authorities to have already produced a Race Equality Scheme by 31 March 2002. A Race Equality Scheme is the action plan setting out how the local authority intends to comply with its duties under the Race Relations legislation (see below). RSL’s are required under the BME Housing Action Plan to produce a similar action plan (called a Race Equality Plan) by April 2004.

In addition to the requirements of the BME Housing Action Plan, there are several important legal and regulatory factors that reinforce the need for local authorities to have a Black and Minority Ethnic Housing Strategy in place by April 2004. These include:

- Equality Standards for Local Government in Wales.
- Commission for Racial Equality Codes of Practice covering Employment, Rented Housing and Non-Rented Housing.

**2.2 Definition of “BME”**

Throughout this Strategy the term “BME” or Black and Minority Ethnic” will apply to the visible minority ethnic communities that exist in Wales including those of Chinese, Indian, Pakistani, Bangladeshi, Filipino, Caribbean and African origins. It will also be used to apply to other ethnic groups, such as travellers and refugee groups, who may not be visibly different but who frequently have housing needs that are different from the host communities and/or who often face hostility in the communities in which they live and/or who are often disadvantaged in accessing housing services.
3 REQUIREMENTS, AIM AND OBJECTIVES OF THE STRATEGY

3.1 Strategy Requirements

The specific requirements in developing a Black and Minority Ethnic Housing Strategy for Vale of Glamorgan Council were as follows:

- Engage with BME communities to undertake and complete an independent audit of housing services in the Vale of Glamorgan to consider issues of
  - How accessible services are to BME communities;
  - Quality of information/sign-posting on services;
  - Experiences of housing providers and
  - Gaps in service provision

- Complete a “Light Touch” Best Value Review of current landlord/voluntary sector housing and support services to identify issues and areas for review and change to meet the needs of BME communities. This will specifically review the following service areas:
  - Homelessness and Housing Advice (including support services)
  - Lettings (pre-tenancy, allocations and post-tenancy)
  - Housing and Estate Management (including ASB/ neighbour Nuisance)
  - Rent Arrears Management

- Draft, write and translate (Welsh Language) a BME Housing Strategy and Action Plan for the Vale of Glamorgan covering services of statutory, RSL and Voluntary Sector Housing organisations.

In specifying requirements for a BME Housing Strategy, the Council and partners intend that the Strategy should have a number of specific aims and objectives. In particular, the Strategy will need to:

- Respond to local needs, aspirations and priorities by recommending the development of policies that are sensitive to differences in culture, religion and language

- Be shaped and influenced by local BME communities

- Demonstrate a commitment to race equality

- Provide a framework for tackling racial discrimination and disadvantage

- Be a vehicle for maintaining positive working relationships and effective communications now and for the future

- Compliment the business plans of partners (local RSLs and voluntary sector housing organisations) supporting this project
• Dovetail into BME housing strategies of partners, particularly as they each have housing stock in other areas outside the Vale of Glamorgan Council.

• Develop an Action Plan for the Council that is achievable, sustainable, affordable and driven by a sense of purpose

• Ensure best value and the provision of quality services to the people we serve.

3.2 Overall Aim of the BME Housing Strategy Research Project

The BME Housing Strategy Research Project has been developed to demonstrate the commitment of the Vale of Glamorgan Council and its Partners to race equality. The Council and its Partners aim for the BME Housing Strategy is:

“to develop a framework for setting directives and targets for social housing landlords and other providers of housing with the ultimate aim of ensuring that discrimination and disadvantage is eliminated across black and minority ethnic communities living in the Vale of Glamorgan.”

3.3 Strategy Objectives

In pursuit of this overall aim, the Council has adopted five strategic objectives drawn from the requirements set out in the Welsh Assembly Government’s BME Housing Action Plan for Wales. These are as follows:

Objective One: To ensure that the Council’s corporate polices and processes demonstrate a commitment to promoting race equality

Objective Two: To ensure that the services provided by the Council and local RSLs are accessible and offer choice to people from minority ethnic communities

Objective Three: To ensure that the services that the Council and local RSLs deliver promote race equality and eliminate discrimination

Objective Four: To ensure that all partners in their role as employers actively promote race equality

Objective Five: To have regard to the longer term sustainability of the BME Strategy in the Vale of Glamorgan.
4 STRATEGY DEVELOPMENT

4.1 REVIEW OF HOUSING & ECONOMIC CIRCUMSTANCES OF LOCAL BME COMMUNITIES

This part of the project involved a desktop analysis to research the housing circumstances, needs and aspirations of BME communities in the Vale of Glamorgan. The primary source of data for this research was the 2001 Census, which was used to help identify some general trends in terms of the housing circumstances and economic situation of different ethnic groups in relation to the population as a whole.

The research also considered information from the WAG funded research project published in 2003, “The Housing and Socio-Economic Circumstances of Black and Minority Ethnic People in Wales.”

The full report appears as an appendix to this Strategy document.

Key Findings

- The 2001 Census revealed a BME population of 2,576 living in the Vale of Glamorgan which constituted 2.16% of the total population of 119,292
- BME people live in 802 households or 1.65% of the 48,753 households in the Vale of Glamorgan
- The largest minority ethnic groups in terms of the number of households are from Mixed Race groups (i.e. White and Black Caribbean), Indian, and Chinese
- The largest minority ethnic groups in terms of number of people are from Mixed Race groups (i.e. White and Black Caribbean, White and Asian, Other Mixed), Indian, Chinese and Pakistani
- BME household sizes are larger than the average household size in the Vale of Glamorgan with Chinese, Bangladeshi, White and Asian and White and Black Caribbean groups having the largest households
- The resident BME population in the Vale of Glamorgan is predominantly located in urban areas of Penarth, Barry, Dinas Powys and Llantwit with Alexandra ward having the highest BME resident population although this only constitutes 2.24% of the resident households in that ward
- In terms of housing tenure, 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 Indian community
  - Over represented in the private rented sector with the exception of Black or Black British communities and White and Black African Mixed Race community
  - Over represented in the social housing rented sector with the exception of Indian, Pakistani, White and Asian Mixed Race and Chinese communities
The private 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.

As BME households tend to be over represented in the private rented sector it is likely that they live in some of the poorest quality housing in the Vale of Glamorgan.

In the Vale of Glamorgan 97% of homes have central heating and all BME groups achieve or exceed this average except the following ethnic groups who have a substantially lower rate of central heating in their homes: Mixed: White and Black African, Mixed: White and Asian, Indian, Other Asian, Black African and Other Black.

The Census data also appears to show that a substantial proportion of BME households are over-crowded when compared with the all-household average although for a number of these 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.

The lack of a car is often used as a surrogate indicator for economic deprivation and for most BME groups in the Vale of Glamorgan, the proportion of households not owning a car exceeds the all-household average with the situation most marked with the following groups: Mixed White and Black Caribbean, Mixed White and Black African, Bangladeshi, Black African, Other Black.

Generally households living in private rented or social rented accommodation are more likely not to own cars than those households living in owner occupation and therefore economic disadvantage is greatest within these two tenure groups within the general population.

All the available data then leads to the conclusion that in the Vale of Glamorgan, households from a BME background are more economically deprived than the population in general.
4.2 CONSULTATION WITH RESIDENT BME COMMUNITIES

The process behind the “community engagement” stage of the Vale of Glamorgan project was extremely important particularly in the light of the relatively small numbers from the BME communities we were eventually to engage with.

The engagement process began with the consultants (CEDC) making early contact with the following organisations:

- Vale of Glamorgan Council’s Equalities Division
- Equalities Consultative Forum
- Cardiff Gypsy Group
- Community Race Relations Group
- Race Equality First
- Muslim Welfare Centre
- AWEMA

Particularly crucial to the engagement process were the various meetings with Race Equality First. One issue to emerge was the appointment by Race Equality First of an Outreach Worker for the Vale of Glamorgan as recently as November 2003. Part of the remit for the Outreach Worker is to hold a monthly drop in Advice Session at the Muslim Welfare Centre in Barry, which has been, to date, very successful. Another key task of the Outreach Worker’s role has been to work with the Council’s Equalities Division to map the BME population in the Vale of Glamorgan. This mapping exercise involved some 2000 respondents to a blanket questionnaire that asked if individuals wanted to be kept informed and consulted on initiatives being promoted by the Council. From this mapping exercise a database would be developed and was used in this project to identify potential participants.

Given their local knowledge and the outreach work being carried out in the Vale by Race Equality First, it was very clear from the outset of the Project that the consultants would need to be guided by them in the community engagement stage. Race Equality First gave a clear picture of BME communities living in the Vale of Glamorgan – there is no concentration of any one community, there is no history of involvement and engagement with BME communities (hence the employment of an Outreach Worker), there is a BME student population who attend the Access Courses run at Barry College and the only BME community centre is the Muslim Welfare Centre in Barry.

In discussions with Race Equality First about the way to carry out community consultation for this project, they advised that although they had held focus groups in the past, given the time-scale for this Project to be delivered as well as with their other commitments in the Vale, individual or “face to face” surveys would be the most effective way in which they could be used in the Project, particularly as they would then be able to identify individual participants from the mapping exercise data base being developed at the time.
It had been hoped that Race Equality First would have carried out around 20 individual surveys but they reported back that despite attempts to get that number (which included the use of cash incentives for participants), in the event only 13 individuals volunteered to be interviewed. CEDC then undertook to facilitate with the help and considerable assistance of workers at the Muslim Welfare Centre a focus group to supplement the 13 individual surveys. Given the historically low level of community engagement with BME groups in the Vale of Glamorgan, both the individual surveys and the focus group commissioned by this Project have actually provided a relatively firm base for the community engagement phase of this project. This can only be built upon as a result of the database currently being developed by Race Equality First and the Council. The findings of the community engagement exercise because of the size of the sample population cannot claim to be statistically representative of the BME population living in the Vale. However, it provides a snapshot picture of the housing circumstances, needs and aspirations of BME people in the Vale that can be added to over time, through further engagement.

The key features of this stage of the project and the key findings are set out below. The full reports are attached as an appendix.

The key features of consultation were:

- The consultants (CEDC) worked closely with Race Equality First and with the local Muslim Welfare Association to identify and establish contact with BME individuals and groups in order to conduct the research

- Race Equality First carried out 13 in-depth individual face to face surveys with members from the local BME communities including Mixed Race, Pakistani, Black and Black British, Indian, Black Caribbean and Black African

- Those surveyed in the face to face interviews had the following age profiles - (4) aged between 16-24, (6) aged between 25-44, (1) aged between 45-64 and (2) aged between 65-74

- 54% (7) were female, 46% (6) were male which compares closely to the 2001 Census split for the Vale of 52% female and 48% male

- CEDC facilitated two focus group meetings that was organised by the Muslim Welfare Association and which was attended by female participants from local BME communities who attended the first group and by male participants who attended the second
For both the focus groups and the individual surveys care was taken to ensure that in terms of ethnicity, gender and age, the group was as representative as possible.

4.2.1 Key Findings from “Individual” Consultation

The key findings from this stage of the project were:

- 60% (8) participants had lived in the Vale for 5 years or more and 45% (6) having lived in the Vale over 10 years.
- 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 perceived high levels of crime. This perception of high levels of crime occurs at a time of falling reported crime levels.
- 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 for a variety of reasons including “wanting to move to a better area and into a house of my own”; “moving to be closer to work and more things to do like bars and restaurants”; “need a bigger house for a bigger family”.
- 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.

A comprehensive report of the surveys appears as an appendix to this report.
4.2.2 Key Features of the Focus Group Meetings
The focus group meeting was held on the 26th February 2004 in the Muslim Welfare Association in Holton Road, Barry and was facilitated by CEDC.

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.

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.

4.2.3 Key Findings from Focus Groups

In terms of **housing history**:
- The majority of the participants were from families who were long established within the community. The family of one participant 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.
- All of the participants identified that their families had moved to the Vale of Glamorgan for employment or business opportunities.
- When initially moving into the Vale of Glamorgan, most families chose to live in the Cadoxton area of Barry.
- Terraced houses and flats (often above commercial premises) were the types of tenure of home first occupied by participants and their families when first arriving in the Vale of Glamorgan.

In terms of **current housing circumstances**:
- Most participants continued to live in the Cadoxton area of Barry with its proximity to their place of worship being identified as an important factor.
- Terraced housing and flats above commercial premises continue to be the main housing tenure types.
- Of the 11 participants, 5 were owner occupiers, 4 were private sector renters and 2 were Council tenants.

In terms of **housing needs**:
- The proximity of their home to the Mosque and Community Centre was the most positive feature of the homes currently occupied by the participants and their families.
- Female participants focused more on how safe the area felt to them than the male participants.
- Both male and female participants focused features relating to the surrounding community rather than features relating to the...
structure of the home itself as being what they viewed as positives about where they lived

- One quarter of the participants identified the need for repair to their homes as one of the negative aspects of where they lived
- 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 – this led many to feel that as they lived in flats above commercial premises, they were not eligible for grant assistance
- Female participants identified problems with the inadequate size of their homes – which 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
- A quarter of the participants identified the problems of personal safety and racial abuse as negative features of their community.

In terms of knowledge of housing agencies and assessment of service

- Participants showed a low level of knowledge of housing agencies, with the exception of the Council.

In terms of barriers to housing service

- 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.
- A further barrier 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.
- 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.
- 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.
- 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.
- 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.
4.2.4 Traveller and Gypsy Communities

As explained earlier in the document, the definition of “BME” specifically covers the Travellers and Gypsy communities and the Liaison Officer from the Cardiff Gypsy and Traveller Project took part in the research carried out by CEDC. Amongst the issues raised on behalf of these communities were:

- The importance of ensuring that the needs of Gypsies and Travellers are specifically included and referred to in Council strategies and policies
- The lack of an office base in the Vale of Glamorgan to look after the interests of Gypsies and Travellers in the County Borough and the consequent reliance on a Cardiff based outreach service
- Close links with Race Equality First who provide the Cardiff Gypsy and Traveller Project with an outreach worker who is available for one morning a week in their drop-in sessions
- Recent and deliberate change of organisation’s name from “Cardiff Gypsies Site Group” to reflect the different groups of Gypsies and Travellers with whom the organisation now works with
- Awareness raising is particularly important (reference with the first bullet point above)
- The provision of culturally appropriate accommodation in the Vale Of Glamorgan i.e. Gypsy and Traveller caravan sites were identified as particularly important and reference was made to the fact that although there is no longer a “duty” on local authorities to provide such accommodation the “power” for them to do so still exists under the 1968 Caravan Sites Act
- The need for more pro-active assistance by Council housing and planning departments in providing caravan sites by specifying locations where development would be permitted and direct assistance of applicants through this development process was highlighted
4.3 “LIGHT TOUCH” BEST VALUE REVIEW

An important part of the project brief was to complete a “Light Touch” Best Value review of current landlord/voluntary sector housing and support services to identify issues and areas where change is required to meet the needs of BME communities.

4.3.1 Background and Methodology of Best Value Review

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 agencies 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 from each organisation and returned to the consultants. The Lead Consultant from CEDC met with an appropriate Officer 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 organisation to achieve the aims and objectives of the Vale of Glamorgan BME Housing Strategy and Action Plan.

The questionnaire was based around a series of modules, which were as follows:

- Governance
- Staffing
- Corporate Culture
- External communication
- Tackling harassment
- New Homes and Refurbishments
- Contractors and consultants
- Access to Housing
- Maintenance
- Other Housing Management Services
- Tenant Involvement
- Neighbourhood Renewal
- Supported Housing and Care Services
Summary reports picking out some of the issues to emerge from the interview/self-assessment questionnaires are attached as an appendix. Some of the modules were not applicable to some organisations and rather than reproduce all of the findings which would take up a significant part of this report, the approach has been to base some of the Recommendations and Action Plan sections of this Strategy around the issues to emerge from the Best Value Review.

4.3.2 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 polices 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.
5. RECOMMENDATIONS

The recommendations set out in this section of the strategy have been developed drawing from the findings of the research undertaken as part of the project. This involved a study of the housing circumstances of BME people in the County Borough, engagement with members of BME communities and a review of policies, procedures and practices of partners, who commissioned the development of this BME Housing Strategy.

The recommendations have been developed to assist each of the partner organisations to achieve best practice in the field of race equality and has therefore drawn heavily on models of positive practice identified in the NHF and FBHO publication “Race Equality: A framework for review and action”.

The recommendations are set out in detail in the Action Plan, contained in Section 6. All recommendations in the Action Plan are set out under the appropriate objective. However the recommendations can be grouped into five key themes, these are as follows:

- Engagement
- Partnership
- Information Management
- Corporate Culture
- Policy Development

The key themes are set out below with an explanation of why they form a key theme within the BME Housing Strategy.

5.1 Engagement

It is critical that the development and publication of the BME Housing Strategy is regarded as a starting point for all partners in terms of their engagement with BME communities in the Vale of Glamorgan.

The short timescale in developing the strategy and the completion of supporting research worked against the development of long-term relationships with members of BME communities in the Vale. This has meant that the totality of the housing needs and requirements of BME groups in the County Borough are not identified in the research.

The research that has been carried out though has identified certain BME groups of who would appear to be in greater housing need than the remainder of the BME population. It is now incumbent upon partners to continue the process of engagement. The most effective step that could be taken to move the agenda forward would undoubtedly be for the partners to jointly fund the post of a BME Housing Development Officer. The role of the

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BME Housing Development Officer would be to engage with BME communities to establish their housing needs and aspirations and to support the work of the Vale of Glamorgan Housing Equality Forum, by servicing the Forum and developing policy background papers for the forum to consider. However, given the issues this would generate for those housing associations who cover a number of other local authority areas, an alternative approach would be based around establishing closer working links with Race Equalities First and other local groups such as the Muslim Welfare Association. In particular, discussions should look at how the social landlords can give greater support to the Outreach Service currently provided in the Vale of Glamorgan by Race equality First whether through funding, premises support, joint training or awareness raising events.

The advantage of the former rather than the later approach is that it will deliver additional resources (possibly for a time limited period only) to drive forward the implementation of the BME Housing Strategy.

This process of engagement also requires Partner organisations to make a concerted effort to reach out and engage with BME communities to let them know about their housing rights, the range of housing services available to them, the opportunities for employment and to publicise the partners activities to promote race equality in the County.

5.2 Partnership
It is critical that the multi agency Partnership that commissioned and project managed the development of the BME Housing Strategy continues following the approval of the Strategy by each of the partners, but in a slightly different role.

The Partnership should become formalised as the Vale of Glamorgan BME Housing Equality Forum and should meet at least four times annually. The role of the Forum would be to give practical support and engagement with the Race Equality First Outreach Worker for the Vale of Glamorgan, provide a forum for the exchange of information about best practice, provide a forum for the development of housing policies to promote and advance race equality and a forum for monitoring the progress of each of the partners in implementing the Action Plan.

It is also strongly recommended that the BME Housing Equality Forum should positively consider sharing good practice information on race/diversity and equality issues as well as arranging joint training of staff and Board members/councillors.

5.3 Information Management
Without good quality information partners will be unable to evaluate the success of measures introduced to promote race equality and by managing the information that partnering organisations distribute to the public will
demonstrate their commitment to race equality, with the most important audience, people from BME backgrounds.

At present some partners are able to simply report on their performance in respect of race equality because their systems capture this information as a matter of course whereas others either do not request or record information on the ethnicity of applicants for services and service users. This extends across all areas of housing service delivery.

The strategy recommends that partners agree a common definition of ethnic groups for monitoring purposes (the categories used in the 2001 census are recommended) and that each partnering organisation regularly audits existing systems to ensure their ability to produce data on the ethnicity of applicants and service users. Where partners are unable to produce data, for example because it has not previously collected it, it is recommended that they undertake a survey of applicants and service users to establish their ethnicity and update their systems accordingly.

Additionally it recommended that the Partnership agree a set of performance indicators for landlord, homelessness and private sector housing services. Each partner organisation will report to the Partnership on a bi-annual basis and to the public annually through the Housing Strategy Operational Plan in the case of the Council and in the annual reports of the housing associations.

Examples of suggested performance indicators for landlord services are shown below

- households at each of the key stages of the rent arrears process by ethnic group
- rent levels by ethnic group
- neighbour disputes by ethnic group
- 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
- the quality and location of lettings made to BME people
- the length of time BME people spend on the waiting list

Partner organisations will then need time to amend existing reporting systems to enable them to report performance against agreed performance measures.

A further aspect of information management is the need for all partnering organisations to review their communication strategies to ensure that they include Race Equality considerations such as:

- the introduction of guidelines about tackling stereotyping,
• the use of photographs,
• the content of articles,
• the introduction of measures to ensure that the each partner’s publicity material reflects it’s commitment to race equality, and
• reaching out to BME communities by advertising tenders jobs and services in relevant BME media.

5.4 Corporate Culture
One of the key outcomes from the successful implementation of the objectives contained within the strategy is the mainstreaming of race equality within the corporate culture of each of the partners, to the extent that it becomes a key aspect of the decision making process within each organisation.

To support this eventual outcome the strategy recommends that:

• all partners either amend existing equal opportunities policy to have a race equality section or adopt a race equality policy
• race equality training is provided for all councillors / board members and staff members of each partner
• all partners include race equality as a core agenda item in senior management teams, team briefings and supervision sessions
• all partners establish targets for recruiting members of staff from BME groups, including Senior Managers and
• all partners undertake activity to attract more councillors/ board members from BME communities

5.5 Policy Development
The strategy should again be seen as a starting point for the development of housing policies in the County that deliver race quality.

This should be undertaken in partnership with other partners, to eliminate duplication of effort and to enable organisations to share experiences and best practice advice.

The strategy recommends that all housing policies (landlord, homelessness and private sector) are reviewed in the light of a paper produced on the cultural and religious needs of different BME groups. This will ensure that policies do not indirectly discriminate against certain groups and that policies and practices are sympathetic to the needs of minority ethnic groups. Finally it is recommended that each partner examines the support it provides to victims of racially motivated harassment and the action it takes against perpetrators of racial harassment to ensure that these achieve best practice.

The Action Plan in section 6 below sets out each task in more detail.
6. ACTION PLAN

The key actions identified in the action plan draw on the findings of the research elements of the project and articulate the key recommendations set out in section 5.

The Action Plan has been developed to reflect the aims and objectives of the Council and partners and the requirements set out by the Welsh Assembly Government in its BME Housing Action Plan for Wales.

The priority attached to individual tasks is shown by the task being given a priority of 1, 2 or 3. Tasks having priority 1 have the highest priority.

The Action Plan itself is a generic action plan. By this we mean that all of the actions contained within the Action Plan apply to all of the partners. However, we recognise that each of the partners is at a different stage in terms of activity to promote race equality, and therefore some partners will be in a position to simply report progress to the partnership board, whereas others will need to undertake work, prior to reporting progress to the partnership board.

Some of the actions will however apply only to The Vale of Glamorgan Council because of the nature of its housing functions.

It is interesting to note that the implementation of the actions contained within the Action Plan can generally be met out of existing resources. The major resource implications for the partners are as follows:

- contribution (whether financial or non financial) to the development of the Race Equality First Outreach Service for the Vale of Glamorgan
- investment in the costs of training Councillors / Board Members and members of staff
- costs of updating IT systems with accurate information on the ethnicity of applicants and service users

Each of the tasks identified above should have minimal cost implications for partnership members.
**Objective One:** To ensure that partners corporate polices and processes demonstrate a commitment to promoting race equality

<table>
<thead>
<tr>
<th>Action</th>
<th>Priority</th>
<th>Responsibility</th>
<th>Timescale</th>
<th>Resources</th>
<th>What will success look like</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) All partners to either extend existing Equal Opportunity Policy to include a race equality scheme or adopt a race equality policy.</td>
<td>1</td>
<td>Chief Executives of RSL’s</td>
<td>September 2004</td>
<td>Existing</td>
<td>Adoption of Race Equality Policies by all partners.</td>
</tr>
<tr>
<td>(b) All Housing Association partners to establish policy on the recruitment of Board Members from BME Groups and establish targets.</td>
<td>1</td>
<td>Chief Executives of RSL’s</td>
<td>December 2004</td>
<td>Existing</td>
<td>Targets established for recruitment of BME Board Members of RSL’s</td>
</tr>
<tr>
<td>(d) Provide race equality training for councillors and board members</td>
<td>1</td>
<td>Acting Head of Housing &amp; Chief Executives of RSL’s</td>
<td>September 2004</td>
<td></td>
<td>Delivery of training package to all existing staff members and Board/Councillors.</td>
</tr>
<tr>
<td>(e) Appoint a race equality champion within the Council’s Cabinet and within each Housing Association Board</td>
<td>2</td>
<td>Council and RSL Chief Executives</td>
<td>October 2004</td>
<td>Existing</td>
<td>Race Equality Champions appointed</td>
</tr>
<tr>
<td>(f) Adopt common definitions of ethnicity for monitoring purposes</td>
<td>1</td>
<td>Acting Head of Housing &amp; Chief Executives of RSL’s</td>
<td>June 2004</td>
<td>Existing</td>
<td>Adoption of common definitions of ethnicity and preparations for the introduction of the categories, including survey of service users and applicants and development of IT systems to enable the production of reports.</td>
</tr>
<tr>
<td>(g) Each organisation to report publicly on race equality activity on an annual basis. Vale of Glamorgan Council to report on race equality activity in it's annual Housing Strategy Operational Plan. Each of the Housing Associations to report on race equality activity in their respective Annual Report.</td>
<td>1</td>
<td>Acting Head of Housing &amp; Chief Executives of RSL’s</td>
<td>March 2005</td>
<td>Existing</td>
<td>Production of annual reports on race equality activity, production of report on achievement of targets and production of monitoring report.</td>
</tr>
</tbody>
</table>
Objective Two: To ensure that services provided by partners are accessible and offer choice to people from minority ethnic communities

<table>
<thead>
<tr>
<th>Action</th>
<th>Priority</th>
<th>Responsibility</th>
<th>Timescale</th>
<th>Resources</th>
<th>What would success look like</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) The partnership to engage with minority ethnic communities in the Vale primarily through reinforcing the Race Equality First Outreach Service via a range of possible options including additional support (both financial and non financial) for additional services that could be provided via the existing Outreach Worker or via the recruitment of a BME Housing Development Officer. .</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>April 2004</td>
<td>£30,000</td>
<td>Continue to engage with BME groups through further research and information provision</td>
</tr>
<tr>
<td>(b) Undertake further research into the housing needs of mixed race, Bangladeshi and Chinese households.</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>June 2005</td>
<td>As above</td>
<td>Production of reports on the housing needs, experiences and aspirations of Mixed Race, Bangladeshi and Chinese people living in the Vale of Glamorgan.</td>
</tr>
<tr>
<td>(c) Partnership members to link into the existing monthly outreach sessions in the Muslim Welfare Centre so as to better inform BME communities in the Vale of the range of housing services available in the locality</td>
<td>2</td>
<td>VoG Housing Equality Forum</td>
<td>April 2005</td>
<td>Existing</td>
<td>Improved relationships with members of the Muslim community, and improved awareness of housing services.</td>
</tr>
<tr>
<td>(d) All partnership members to review communications strategies to ensure that they include Race Equality considerations such as: • Policy guidelines about tackling stereotyping, the use of photographs and the content of articles; • Ensuring that all partners publicity material reflects it’s commitment to race equality • Advertising tenders, jobs and services in relevant BME media.</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>September 2005</td>
<td>Existing</td>
<td>All partners to amend communication strategies in the light of the findings of the review.</td>
</tr>
<tr>
<td>(e) All partners to ensure that information it holds on applicants for services and service users is accurate and reflects the agreed definitions</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>January 2005</td>
<td>Existing</td>
<td>All partners to either verify the accuracy of current data or undertake service user/applicant survey to establish ethnicity</td>
</tr>
<tr>
<td>(f) All partners to regularly audit records of applicants and service users to ensure accuracy. Audit to pay particular attention to ethnicity of individuals</td>
<td>2</td>
<td>VoG Housing Equality Forum</td>
<td>On-going</td>
<td>Existing</td>
<td>Annual review of accuracy of data held on system.</td>
</tr>
<tr>
<td>(f) All partners to establish targets for the take up of services by BME groups in the County and to publicise progress and achievement of targets annually</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>April 2006</td>
<td>Existing</td>
<td>The Forum to agree areas where targets are to be set. Each organisation to establish its own targets and produce monitoring reports bi-annually.</td>
</tr>
</tbody>
</table>
### Objective Three: To ensure that services of all partners deliver and promote race equality and eliminate discrimination

<table>
<thead>
<tr>
<th>Action</th>
<th>Priority</th>
<th>Responsibility</th>
<th>Timescale</th>
<th>Resources</th>
<th>What would success look like</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) The Council to ensure that the ethnicity of user of private sector housing and homelessness services, is recorded using agreed definitions</td>
<td>1</td>
<td>Acting Head of Housing</td>
<td>January 2005</td>
<td>Existing</td>
<td>Production of reports on the ethnicity of service users and applicants across all housing functions.</td>
</tr>
<tr>
<td>(b) The Council to establish targets for the use of homelessness and private sector housing services by BME communities and report on achievement of targets annually</td>
<td>1</td>
<td>Acting Head of Housing</td>
<td></td>
<td>Existing</td>
<td>Inclusion in the annual Housing Strategy Operational Plan information about race equality activity across the housing function, production of report on achievement of targets and production of monitoring report.</td>
</tr>
<tr>
<td>(c) All partners to agree a common suite of housing management performance indicators that will be monitored and to report on performance on an annual basis.</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>December 2004</td>
<td>Existing</td>
<td>Production of bi-annual report by each partner on performance in relation to common race equality performance indicators</td>
</tr>
<tr>
<td>(d) The Partnership to commission a paper on the housing aspects of the differing cultural and religious needs of different groups and to undertake a review of policies in the light of outcomes</td>
<td>2</td>
<td>VoG Housing Equality Forum</td>
<td>June 2006</td>
<td>Existing</td>
<td>Production of policy background paper on the impact on the different cultural and religious requirements of different ethnic groups, and the incorporation of issues into housing policy in the Vale.</td>
</tr>
<tr>
<td>(e) All partners to review policies in respect of racial harassment, including definition of racial harassment used, support provided to victims of racial harassment and action taken against perpetrators of racial harassment</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>December 2004</td>
<td>Existing</td>
<td>A more victim centred approach to dealing with racial harassment.</td>
</tr>
<tr>
<td>(f) All partners to publicise commitment to race equality</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>September 2004</td>
<td>Existing</td>
<td>All partners clearly demonstrating and publicising their commitment to race equality.</td>
</tr>
<tr>
<td>(g) All partners to consider how they could provide support for BME tenants to enable them to become involved in participation initiatives</td>
<td>2</td>
<td>VoG Housing Equality Forum</td>
<td>June 2005</td>
<td>Existing</td>
<td>The introduction of a range of best practice initiatives to increase involvement from service users from BME backgrounds.</td>
</tr>
</tbody>
</table>
### Objective Four: To ensure that all partners in their role as employers actively promote race equality

<table>
<thead>
<tr>
<th>Action</th>
<th>Priority</th>
<th>Responsibility</th>
<th>Timescale</th>
<th>Resources</th>
<th>What would success look like</th>
</tr>
</thead>
<tbody>
<tr>
<td>(h) All partners to provide race equality training for tenant representatives</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>June 2004</td>
<td>Resources</td>
<td>Better informed tenants with an awareness of organisations commitment to race equality and non-discriminatory practice</td>
</tr>
<tr>
<td>(a) All partners to establish targets for the appointment of senior management staff from BME groups</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>April 2005</td>
<td>Existing</td>
<td>The appointment of senior managers from BME backgrounds</td>
</tr>
<tr>
<td>(b) All partners to establish targets for the appointment of more staff from BME groups</td>
<td>VoG Housing Equality Forum</td>
<td>April 2005</td>
<td>Existing</td>
<td>All organisations to ensure that the workforce reflects the profile of the population.</td>
<td></td>
</tr>
<tr>
<td>(c) All partners to appoint a race equality champion within the Senior Management Team</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>June 2004</td>
<td>Existing</td>
<td>Race equality is given a higher profile with in each partner organisation.</td>
</tr>
<tr>
<td>(d) All partners to target BME applicants, to increase the numbers of BME applicants applying for employment within their organisations</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>September 2004</td>
<td>Existing</td>
<td>All organisations to ensure that the workforce reflects the profile of the population.</td>
</tr>
<tr>
<td>(e) All partners to Introduce Race Equality as a core agenda item for Senior Management Team meetings, Team Briefings, Team Meetings and Staff Supervision Sessions</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>September 2004</td>
<td>Existing</td>
<td>Race equality is given a higher profile with in each partner organisation.</td>
</tr>
<tr>
<td>(f) All partners to provide race quality training for all staff members</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>August 2004</td>
<td>Resources</td>
<td>Better informed staff with an awareness of organisations commitment to race equality and non-discriminatory practice</td>
</tr>
</tbody>
</table>

### Objective Five: To formalise and maintain the partnership

<table>
<thead>
<tr>
<th>Action</th>
<th>Priority</th>
<th>Responsibility</th>
<th>Timescale</th>
<th>Resources</th>
<th>What would success look like</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) To formally establish a Vale of Glamorgan BME Housing Equality Forum, to act as a best practice exchange and policy development and joint training forum</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>September 2004</td>
<td>Existing</td>
<td>A well serviced Forum that drives forward the implementation of the BME Housing Strategy.</td>
</tr>
<tr>
<td>(b) To agree the terms of reference of the Vale of Glamorgan Housing Equality Forum</td>
<td>2</td>
<td>VoG Housing Equality Forum</td>
<td>December 2004</td>
<td>Existing</td>
<td>A well serviced Forum that drives forward the implementation of the BME Housing Strategy.</td>
</tr>
<tr>
<td>(c) All partners to ensure that race quality issues form one of the key criteria in the selection of all partners</td>
<td>1</td>
<td>VoG Housing Equality Forum</td>
<td>December 2004</td>
<td>Existing</td>
<td>Promotion of race equality amongst service providers.</td>
</tr>
</tbody>
</table>