

London Borough of Hounslow

**Black and Minority Ethnic Housing
Strategy**

2005 – 2007

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Background

The London Borough of Hounslow is one of the most diverse, multi-ethnic and multi-faith boroughs in London and the UK. This strategy is part of the Authority's commitment to promoting equality in the Borough through the provision of high quality housing services in partnership with other organisations and agencies. It builds on the key priorities identified in Hounslow's Housing Strategy 2003-2006.

We recognise that the Housing needs of Black and Minority Ethnic (BME) households cannot be viewed in isolation from education, health, social services and employment. Policy formulation needs to be based on a holistic approach to addressing needs and involve consultation with the local community and partnership working at all levels.

Our Vision

We aspire to have a community in Hounslow which is successful, prosperous, safe and sustainable. This means building a community which recognises the benefits of diversity in wealth, educational attainment, ethnicity and lifestyle. In order to achieve this we need to ensure that housing provision and services in the Borough promotes this commitment to diversity and equality. We will achieve this by:-

- Ensuring we meet our obligations under the Race Relations (amendments) Act.
- Strengthening our understanding and ability to address the issues that impact on Hounslow's diverse communities.
- Continuously improving existing services and developing new services to ensure that our services are relevant and accessible to all the residents in the borough.
- Engaging with residents and service users on housing issues of interest and concern to Hounslow's diverse communities.

This strategy sets out seven objectives and contains a three-year action plan to ensure that we achieve our goals. The Housing Strategy and Services Department will act as the lead agency in promoting this strategy and implementing it through on-going partnership arrangements. Regular monitoring will enable us to review and assess our achievements against our targets.

National Context

There is a well-established legal and policy framework in place nationally relating to equality issues. Hounslow Council accepts its statutory duty to fulfil these duties and to consider the likely impact that recent national housing and social policies may have on ethnic communities (Appendix B).

The Governments Community Cohesion Agenda and Communities Plan has emphasised the contribution that lettings policies make to creating sustainable communities. The Housing Strategy ensures that ethnic minority communities benefit equally from our choice based lettings scheme. We are also mindful of the recent legislation on Anti-Social Behaviour and have clearly defined objectives to ensure that there are specific actions to address harassment for all our residents.

The Regional Context

Local Authorities are now required to work across borough boundaries in the development of affordable housing to meet regional and sub regional housing needs. The London Plan sets out priorities to increase the supply, density and quality of affordable housing and makes particular reference to ensuring that the needs of the BME community are well served. The Housing Corporation has begun allocating funding on a sub regional basis and Hounslow is working with its' neighbours in West London (Hillingdon, Harrow, Brent, Hammersmith and Fulham, Ealing, Kensington and Chelsea) together with Registered Social Landlords operating in the area to ensure that the housing needs of ethnic minority communities in the region are met.

A '*West London Housing Strategy*' was produced in July 2003 and is currently being reviewed.

The Local Context

Hounslow Council has produced a key document in November 2003 entitled '*Community Cohesion in Hounslow: Meeting the Challenge*' which examines how service providers intend to deliver on the community cohesion issue. All the key housing action points have been incorporated into this strategy.

As a result of a Government initiative, Hounslow set up Hounslow Homes in April 2002 as an Arms Length Management Organisation (ALMO) to achieve a separation between the Council's role as Landlord from its' broader strategic responsibilities. This strategy will set the framework for Hounslow Homes policies to ensure that the needs of the diverse community are well served.

We recognise the significance of the housing market and of owner occupation; by using all means available to us we will ensure that Hounslow continues not only to have good quality social housing, but also promotes a mix of affordable housing options for low to middle income households, as well as a regulated high quality private rented sector, which picks up the needs of a mobile work force.

We remain committed to tackling homelessness and supporting vulnerable households. We will work with our partners to secure the well being of the community (Appendix H shows the demographics of the BME Community in Hounslow).

Implementation of Equalities and Diversity

The Chief Executive and Members of the Corporate Management Team are directly responsible for implementing equalities initiatives across the Authority and ensuring that all staff are aware of their responsibilities and are given appropriate skills to

implement these initiatives and challenge discrimination. Chief officers will lead and direct implementation of equalities and diversity initiatives corporately and within their own departments.

The Valuing Diversity corporate improvement team will guide, monitor and evaluate initiatives and report on the implementation of initiatives within their own departments.

Individual departments will implement these initiatives through their senior management teams and departmental management teams. The day-to-day work of implementing these initiatives within each section of the department will be overseen by a departmental equalities group and progress will be fed back to the Valuing Diversity Group.

At Hounslow the BME Housing Strategy is one of many strategies and policies aimed at achieving equality, fairness and meeting the various needs of sections of the community. These include:

- The Executive Business Plan 2004/05 – 2006/07
- The Community Plan 2004 - 2007
- Corporate Equalities and Community Cohesion Plan
- Cultural Strategy
- Race Equality Scheme 2002 -2005
- Unitary Development Plan and the New Hounslow Local Development Scheme
- Community Cohesion in Hounslow – Meeting the Challenge 2003
- Equal Opportunities and Diversity Policy 2003
- Voluntary Sector Strategy 2003 -2006

At the Service Level within the Housing Strategy and Services Department:

- Draft Supporting People Strategy
- Housing Strategy
- Homelessness Strategy

Alignment of Equalities Work in the Department

The Race Relations (Amendments) Act placed a specific duty on the Authority to publish a Race Scheme which sets out its approach to race equality. Hounslow's Race Equality Scheme was published in 2001 and is due for a review in 2005. In preparation for this the Authority has produced an **Equalities Scheme**, which incorporates the race equality scheme and sets out the Authority's approach to other equalities legislation. The scheme is supported by corporate and departmental equalities plans, which demonstrates how we will meet our commitments under the race equality scheme and other relevant equalities legislation. The Equalities Scheme and resultant plan will run from 2005 – 2007.

In order to align all equalities work in the department this strategy and resulting plan will also run for the same time period as the Equalities scheme and plan, and will be

reviewed and monitored periodically within that time period by the departmental equalities group.

Consultation and Participation

This strategy has been developed in consultation with Registered Social Landlords, voluntary organisations and other agencies, which is an on-going and continuous process. A BME consultation event was held in December 2004 where all Councillors, HSS Team Managers and representatives from other departments were invited along with relevant external organisations as listed in Appendix G. The departmental equalities group which has also been consulted and all feedback has been incorporated into the final document.

Objectives of the Strategy

Hounslow's BME Strategy has 7 fundamental objectives, each containing a set of key priorities. For each priority, we have identified, in the action plan, specific outcomes and targets against which we can measure the desired results.

Our BME Housing Strategy will:

1. Promote race equality throughout the Borough.
2. Promote greater involvement of service users in the design and delivery of services.
3. Provide an accessible service that provides quality and choice in housing for the BME community.
4. Ensure that the department has clearly defined processes and service standards for dealing with racial harassment.
5. Develop effective partnerships with all housing providers.
6. Develop a diverse workforce.
7. Establish an effective equalities monitoring system to monitor the uptake of services.

1. Promotion of Race Equality

Housing Services will ensure that all services are provided in a manner that meets the diverse needs of the community. In 2001 Hounslow published its '*Race Equality Scheme*' and the housing commitments contained in the scheme have been incorporated and updated in this Strategy. The Council is also committed to achieving level 3 of the Audit Commission Equalities Standard, which incorporates the requirement to undertake assessments of racial equality together with disability and gender.

Promotion of race equality requires action in a wide range of areas. Housing Strategy and Services will ensure that all new policies are in line with current legislation and that staff are fully aware of their obligations to promote race equality.

Housing Strategy and Services recognises that there are several newly emerging and existing groups who reside within the Borough and of which the department knows very little e.g. Travellers.

The Department will make special efforts to determine the needs and access requirements of these groups. We will work with existing networks representing these groups to address any negative impact that these groups may experience in trying to access services provided by this Department.

Key Priorities

- Ensure training for all front line staff on equalities issues and diversity.
- Achieve level 3 of the equalities standards by 2006.
- Carry out impact assessments of all key strategic documents and functions within HSS.
- Development of a housing departmental equalities group.
- Develop a housing specific departmental equalities plan.

2. Involvement of service users

Local Authorities are required by law to carry out consultation and involve service users, stakeholder groups and staff in the design and delivery of services. It is only by listening and acting upon these views that we can deliver services that are appropriate to the needs of the community.

Housing Strategy and Services carries out consultation through surveys, questionnaires, focus groups, open days etc. Hounslow Homes undertakes a survey of Council tenants every year and reports to the ODPM every 3 years on satisfaction with the overall housing service. In 2003/4 70% of tenants were either fairly satisfied or very satisfied with the overall housing service. Analysis by ethnicity shows that ethnic minority tenants who described themselves as non-White were less satisfied (59%) than their White counterparts (72%).

Key Priorities

- Target BME groups to disseminate information about services and service delivery.
- Ensure that information is available in a range of community languages.
- Establish appropriate consultation mechanisms with BME staff, service users and partner organisations on service delivery to include faith groups.
- Ensure that the views of BME groups and users of services are included in all service reviews.
- Undertake ethnic monitoring of complaints within HSS.

3. An accessible service

The London Borough of Hounslow and Registered Social Landlords are the main providers of social housing in the Borough. This housing is provided to those in most housing need and are at present unable to secure affordable housing on the open market. Housing Strategy and Services will continue to work with Housing providers that provide culturally sensitive housing management services that take into account the particular needs of the BME community. Housing Strategy and Services will ensure that information on such schemes will continue to be provided in an accessible and meaningful way. This in turn will enable people to have awareness about relevant choices open to them.

Statistics on BME households have already shown that they are over represented amongst the homeless households in Hounslow and the Homelessness Strategy in 2002 made a number of recommendations for future work to address these issues. These actions have been included in the key priorities and action plan.

Initial analysis of Hounslow's Choice Based Lettings pilot (Locata) suggests that housing register applications have increased from BME households. However further evidence suggests that they are not bidding as frequently which may have implications for the allocation of properties. Regular monitoring reports from Locata are essential to provide more information on property allocated relative to the ethnic category of applicants.

The '*Supporting People Programme*' commissions, funds and monitors a wide range of support services throughout Hounslow, based on an analysis of the needs of local people. The aim is to enable vulnerable people to exercise choice and independence in their own life. The '*Supporting People Strategy*' will map out existing services and identify priorities for the future. Analysis will be undertaken to ensure that services do not discriminate against any particular group, and contribute to the development of a thriving multi-racial community in Hounslow

Current sheltered housing schemes within the Borough are funded through monies from the '*Supporting People Initiative*', as indicated by the table showing Asian Elders in the previous section on page 13. There will be a growing need for specialist sheltered housing schemes for the BME community. This issue will be addressed within the '*Older Persons Strategy*'.

Key Priorities

- Implementation of training or information sessions to other agencies and services.
- Addressing the needs of BME people who are homeless or at risk of losing their home.
- Build an effective network of agencies to work with, in order for specific groups to better understand and manage the choice based letting system.
- Regular reports to identify the type of property accessed relative to the ethnic category of applicants.
- Ensure representation of members from BME community and disability groups on relevant '*Supporting People Groups*'.
- Establish BME sub group to include service user providers and community groups currently providing care support services to BME and or disabled community.
- Map access to existing services across different ethnic groups.

4. Tackling Racial Harassment

Racial harassment and the fear of racial harassment is an issue that needs to be dealt with effectively by all social landlords. All social landlords have a responsibility to ensure that there are policies and procedures in place to deal with racial harassment. Within this context it is important to develop and share good working practice between partners e.g. Police, RSLs, Voluntary sector and integrate this work into other policies and strategies, such as the '*Crime and Disorder Strategy*'. The London Borough of Hounslow has developed information sharing protocols to facilitate the exchange of information as per section 115 of the '*Crime and Disorder Act*'. All major departments and larger RSLs operating in the Borough are signatories to these protocols.

All agencies that are signatories to this protocol have adopted the Lawrence definition of a racist incident. In addition to this there are three multi agency anti-social behaviour action groups and a race civil action group which aim to encourage multi agency problem solving approaches to tackle racial harassment and anti-social behaviour. There are well-established procedures and specialist teams to tackle racial harassment and anti-social behaviour in the council sector.

The department is currently working with a multi agency team to develop racial harassment and anti-social behaviour procedures for the private sector.

Key Priorities

- To record incidents of racial harassment reported to the department.
- To monitor action taken as a result of incidents reported to the department.
- To develop policies and procedures to tackle racial harassment and anti-social behaviour in the private sector.
- To develop a sub group of the Housing Association Forum to share good practice and implement joint initiatives to tackle racial harassment and anti-social behaviour.

5. Develop Effective Partnerships

Hounslow Homes was formed in 2002 as one of the first '*Arms Length Management Organisations*' (ALMO) and thus is one of our major partners in delivering housing services to our tenants. It is wholly owned by the London Borough of Hounslow and is tasked with managing the Council's 14,500 homes and bringing the stock up to the decent homes standard by 2006. The ALMO is responsible for home improvement works, leaseholder services, resident participation, home ownership, rents, customer services, training, partnering and procurement, and service development.

Hounslow Homes has five equalities strategic objectives, which are in line with the objectives of this strategy:

1. To provide an appropriate range of targeted services to minority groups.
2. To establish detailed profiles of residents and service usage to inform future service developments.
3. To work in partnership with the London Borough of Hounslow, community representatives, residents groups and the voluntary sector to achieve equality.
4. To increase the level of consultation and participation in decision making by under represented groups.
5. To reflect our commitment to equality of opportunity in our organisational, management and staff development programmes.

Hounslow Homes are developing a BME strategy which sets out a detailed framework for addressing the housing related problems that affect the diverse community. Four key areas are targeted in their draft BME strategy, which are:

- Achieving Social Inclusion
- Providing a safe environment
- Multi-agency Partnerships Working

- Being a model Employer

Registered Social Landlords now provide the majority of new build housing in the Borough. The Housing Strategy and Services Department has developed effective partnerships with all RSLs operating in the Borough. This is for both those in general housing need and supported housing. Larger RSLs often have a role in providing housing to BME households and also provide support to smaller BME RSLs. BME RSLs play an important part in providing culturally sensitive management practices; they also open up new opportunities for the BME community to develop careers in social housing management.

HSS is working in partnership with RSLs operating in the Borough to increase the supply of new homes and has several new developments underway which will provide homes of varying sizes to meet diverse needs that are of high quality by increasing the use of modern construction methods and environmental sustainability. Using the new London Development Protocol HSS will ensure that smaller BME developers can assist in meeting the needs of specific BME communities.

Key Priorities

- Ensuring that a range of good quality new homes are developed to meet diverse needs.
- Ensuring that there are a range of developers and managers of affordable housing including smaller BME organisations.
- The development of Low Cost Home Ownership initiatives targeted at BME and other groups.
- Ensure that all services carried out through partnership agreements, contractors or other agents working with or on behalf HSS take forward the Council's equalities and diversity commitments.

6. Employment and Training

As a large employer, Hounslow Council not only has legal obligations under the Race Relations Act and the Sex Discrimination Act, but also has moral obligations towards present and future employees. It is important that the workforce of the Council is representative of the cultural and religious diversity of the community. To this end we will ensure that we pursue policies that encourage people from the local community to apply for employment with the Council.

The Race Relations Amendments Act places specific duties on employment for all authorities and all public authorities bound by the general duty must monitor by ethnic group, their existing staff, and applicants for jobs, promoting and training them and by publishing these results every year, which is done through the workforce survey.

In addition we are also required to monitor:

- Grievances
- Disciplinary action
- Performance appraisals
- Training
- Dismissals

The Council has in place several policies and procedures to ensure that staff experiencing harassment have appropriate yet sensitive ways of reporting it, an example of this is the work carried out by the *'Fair Treatment Unit'*.

Key Priorities

Through Corporate HR the department will:

- Identify areas of under-representation and to develop programmes to encourage applications.
- To analyse current ethnic monitoring of staff.
- To develop links with training organisations, e.g. Positive Action Training in Housing (PATH), New Deal.
- To provide mentoring and shadowing schemes for existing staff.
- Employ two PATH trainees.
- Conduct Equalities training.

7. Effective Equalities Monitoring

Monitoring involves collecting and analysing information about who uses local authority services and also gathering information on the community's views on our services.

Equalities monitoring is based on the belief that the needs in our community are not uniform and that factors about people affect the needs they have and the way in which they do or do not use our services.

There are many reasons for introducing monitoring to the Department:

- ◆ Legal issues in order to show that we carry out our obligations under the Race Relations Act, Sex Discrimination Act, Disability Discrimination Act, Human Rights Act and Equal Pay Act.

- ◆ The McPherson Report highlighted that monitoring is vital to achieving equality in service delivery.
- ◆ The Council has an '*Equalities and Diversity Policy*' which states a commitment to monitoring the Authority's employment practices and the take up of service by the community.

Housing Strategy and Services needs to show that all the services it provides are effective, efficient and of the highest quality and meet the full diversity of need. We also need to ensure that during the discharge of its statutory duties, the potential for discrimination, whether direct or indirect, can be acted upon.

The Department will carry out monitoring of its functions through a monitoring procedure and proformas and the information will be passed to the departmental equalities group for analysis. Service level performance indicators will be set-up for all services within the department for ethnic monitoring and every quarter the departmental equalities group will assess, monitor and review them.

The new corporate equalities monitoring form is attached as Appendix D. It will enable the department to capture information and to assess which groups are or are not taking up services.

Key Priorities

- Ensure effective consistent ethnic monitoring is occurring within the department.
- Councillors, senior managers, staff and customers/tenants are provided with up to date information on the equalities dimension of service delivery.
- Regularly review the BME Housing Strategy.
- Identify gaps in service delivery towards Travellers and other newly emerging groups.

Action Plan 2005 - 2007

Strategic Objective 1: Promote Race Equality			
Key priorities	Action	Officer	Date
Ensure training for all front line staff on equalities issues and diversity	Training requirement to form part of PDA process Training courses arranged through HR	Section Heads/Line Managers	Ongoing
❖ Achieve level 3 of the equalities standards by 2006	Achievement of levels forms part of best value performance indicator 2b Achievement at all levels will form part of the internal audit process Achievement to be assessed through self assessment toolkit and peer reviews with other departments	Housing Equalities Policy Officer	2006
❖ Carry out impact assessments of all key strategic documents and functions within HSS	Impact assessments to form part of project scope for all reviews within the department All section heads trained on how to carry out impact analysis. Complete impact assessments on new policies and strategies: - Private Sector Strategy Older Persons Housing Strategy	Review Leaders Housing Equalities Policy Officer Private Sector Housing Unit	Ongoing Staff trained on Managers Day 2004 Jan 2005 Feb 2005
Develop housing departmental equalities group	Ensure that all sections of the dept are represented and responsible for participating and contributing to the equalities and diversity action plan of the dept including access to services for all target groups and target setting. Meetings to take place quarterly	Housing Policy Officer All section heads	Every quarter
❖ Develop housing departmental equalities plan	Departmental Plan for inclusion in corporate equalities action plan developed by March 2005 Departmental equalities group will review and amend plan on annual basis	See above	For review

Strategic Objective 2: Involvement of service users			
Key Priorities	Action	Officer	Date
Target BME groups to disseminate information about services and service delivery	Identify key departmental publications and ensure that they are effectively promoted to all BME communities Audit of leaflets, forms and publications Agreed communication plan - developed	Departmental Equalities Group	March 2005 Communication plan agreed by April 2005
Engage with travellers on services available to them within the Authority	Work with partner agencies in the Borough to develop agreed communication plan with travellers. Monitor travellers information through BME consultation	Housing Policy Officer/ Travellers Liaison Officer	April 2005
Ensure that information is available in a range of community languages and is easy to understand	Provide more multi-lingual literature	Departmental Equalities Group	Ongoing
Establish appropriate consultation mechanisms with BME staff, service users and partner organisations on service delivery to include faith groups	Agree departmental communication plan with reference to how plan will target hard to reach groups	Section Heads Departmental Equalities Group	April 2005
Ensure that the views of BME groups and users of services are included in all service reviews	Consultation plans to be included in all project scopes for service reviews and agreed by Departmental Equalities Group	Review Leaders	Ongoing
Undertake ethnic monitoring of complaints within HSS	Quarterly reports to be analysed to ensure that there is no adverse impact on specific groups. Report to SMT/Team Leaders and departmental equalities group	Departmental Equalities Group, Housing Performance Officer, Housing Complaints Officer.	Quarterly

Strategic objective 3: An accessible service			
Key Priorities	Action	Officer	Date
❖ Implementation of training or information sessions with other agencies and services, including shared training and information.	Training implemented Records kept of all groups trained Travellers training	Group Manager Homelessness	April 2005
❖ Build an effective network of agency contacts with whom it can work in order for specific groups to better understand and manage the choice based letting system.	Contact agencies in community identified and survey partner agencies for research and information about BME groups Training given in CBL scheme. Development of network of agencies	Group Manager Rehousing Unit Housing Policy Officer	April 2005
❖ Regular reports to identify the type of property accessed relative to the ethnic category of applicants.	CBL reports monitored to ensure that there is no negative impact on BME groups. Reported to Departmental Equalities Group.	See above Departmental Equalities Group	
❖ Ensure representation of members from BME community and disability groups on relevant Supporting People Groups	Representatives identified and invited onto relevant group	Supporting People Co-ordinator	April 2005
❖ Establish BME sub group to include service user providers and community groups currently providing care/ support services to BME and/or disabled community	See above	See above	See above
❖ Map access to existing supporting people services across different ethnic groups	Mapping exercise implemented to ensure there is no negative impact on groups accessing supporting people services	See above	See above

Strategic Objective 4: Tackling Racial Harassment			
Key priorities	Action	Officer	Date
To record incidents of racial harassment reported to the department	To ensure all staff attend training on how to record incidents of racial harassment	Section Heads, Housing Equalities Policy Officer	Ongoing
To monitor action taken as a result of incidents reported to the department	Incidents recorded and mapped. Information in relation to number of incidents frequency and action taken shared with our partners on relevant crime reduction stakeholder group	See above Housing Equalities Policy Officer	See above
To develop policies and procedures to tackle racial harassment and anti social behaviour in the private sector	To write specific procedures to assist officers in advising persons experiencing racial harassment and anti social behaviour (asb) in the private sector	Housing Policy and Performance Manager	Dec 2004
To develop a sub group of the Housing Association Forum to share good practice and implement joint initiatives to tackle racial harassment and anti social behaviour.	To agree joint good practice standards and monitoring arrangements with all social landlords, managing agents and key agencies on Racial harassment and ASB	Housing Enabling Manager	April 2005

Strategic Objective 5: Develop effective partnerships			
Key Priorities	Action	Officer	Date
Ensuring that a range of good quality new homes are developed to meet diverse needs	Identify range of needs required	Housing Policy and Performance Manager	On-going
	Ensure needs communicated to all types of developers. Funding of development programmes by the Housing Corporation and identification of other funding streams i.e. regeneration funding; private finance initiatives	Housing Enabling Manager	On-going
Ensuring that there are a range of developers and managers of affordable housing including smaller BME organisations	Use new London Development Protocol. Encourage transfer of stock to smaller BME associations.	Housing Enabling Manager	On-going
Developing Low Cost Home Ownership initiatives targeted at BME and other groups	Assistance of developments through Council run Local Authority Social Housing Grant	See above	Ongoing
❖ Ensure that all services carried out through partnership agreements, contractors or other agents working with or on behalf HSS take forward the Council's equalities and diversity commitments	All new contracts to contain clause relating to equal opportunities. Staff to be made aware of new clauses through staff briefings	Procurement Manager (Corporate)	Ongoing
Regular client side monitoring of Hounslow Homes equalities plan as part of overall client monitoring	Through performance monitoring and joint SMT	Section Heads. SMT	Ongoing
Help to develop the skills capacity of smaller BME organisations	Use of the London Development Protocol	Housing Enabling Manager	Ongoing
	Provide targeted assistance for Supporting People accreditation	Supporting People Co-ordinator	Ongoing

Strategic objective 6: Employment and Training			
Key Priorities	Action	Officer	Date
Identify areas of under-representation and to develop programmes to encourage applications	Regular monitoring of workforce survey to determine if sections of the community are underrepresented within the workforce and to make arrangements to encourage applications from those groups that are under represented	Function carried out by Corporate CED	Ongoing
To analyse current ethnic monitoring of staff.	See above	See above	Ongoing
To develop links with training organisations, e.g. Path, New Deal.	Adoption and implementation of these initiatives within HSS	See above	Ongoing
To provide mentoring and shadowing schemes for existing staff.	See above	See above	Ongoing
Employ two PATH trainees	PATH trainees employed by department	See above	Sept 2005
Conduct Equalities training	Train all staff on new developments	HSS Equalities Officer	Ongoing

Strategic Objective 7: Equalities Monitoring			
Key Priorities	Actions	Officer	Date
❖ Ensure effective ethnic monitoring is occurring within the dept	Ensure all sections are collecting ethnic data in line with new corporate guidelines To regularly feedback information on results of monitoring exercise. Develop internal PIs on equalities for services Departmental equalities group to make arrangements to analyse monitoring reports	Departmental Equalities Group Housing Policy Officer Section Heads	Monthly 2004/2005 Jan 2005
❖ To identify gaps in service delivery towards travellers and other newly emerging groups	To participate in the ODPM's annual gypsy travel count in conjunction with the Travellers Education Service To monitor the delivery of services to travellers through data collection and analysis. To have greater involvement of less established BME groups through more outreach work and specialist developmental work	Travellers Liaison Officer Housing Resources Managers	Ongoing 2004/2005
❖ Review BME Strategy	Review the effectiveness of the strategy	Departmental Equalities Group	Annually

❖ Denotes action points stated in other action plans as well as the BME strategy. These action points will also be monitored as part of the BME action plan by the Departmental Equalities Group

Appendices

- A – Population Breakdown by Wards
- B – Legislation
- C – Key Documents
- D – Equalities Information Form
- E – Hounslow Homes Equalities Action Plan
- F – Breakdown of Ethnicity by Tenure
- G – List of Organisations Consulted
- H – The BME Community in Hounslow

Appendix A - Population Breakdown by Wards

Ward	All People	White British	%: White: British	White Irish	%: White: Irish	White Other White	%: Other White	Mixed White & Black Caribbean	%: Mixed: White & Black Caribbean	Mixed White & African	%: Mixed: White & Black African	Mixed: White & Asian	%: Mixed: White & Asian
Bedfont	10104	7742	76.62	200	1.96	276	2.73	65	0.64	20	0.2	73	0.72
Brentford	10745	6866	63.9	550	5.12	885	8.24	129	1.2	60	0.56	104	0.97
Chiswick Homefields	10290	6991	67.94	439	4.27	1499	14.57	60	0.56	45	0.44	107	1.04
Chiswick Riverside	10935	7373	67.43	388	3.55	1441	13.18	60	0.55	37	0.34	149	1.36
Cranford	10936	3400	31.09	186	1.7	507	4.64	48	0.44	50	0.46	153	1.4
Feltham North	9570	7225	75.5	211	2.2	341	3.56	56	0.59	35	0.37	79	0.83
Feltham West	11530	9290	80.57	242	2.1	330	2.86	84	0.73	36	0.31	123	1.07
Hanworth	10995	8553	77.79	201	1.83	404	3.67	86	0.78	32	0.29	81	0.74
Hanworth Park	10396	8342	80.24	212	2.04	354	3.41	71	0.68	36	0.35	83	0.8
Heston Central	10998	3268	29.71	268	2.44	453	4.12	48	0.44	66	0.6	175	1.59
Heston East	10781	3044	28.23	279	2.59	498	4.62	45	0.42	53	0.49	137	1.27
Heston West	11332	3733	32.94	224	1.98	398	3.51	70	0.62	48	0.42	141	1.24
Hounslow Central	10791	3969	36.78	269	2.49	707	6.55	61	0.57	29	0.27	150	1.39
Hounslow Heath	11115	3615	32.52	252	2.27	587	5.28	79	0.71	42	0.38	135	1.21
Hounslow South	10369	6228	60.06	384	3.7	410	3.95	55	0.53	23	0.22	138	1.33
Hounslow West	10356	3107	30	223	2.15	478	4.62	56	0.54	33	0.32	126	1.22
Isleworth	10745	7092	66	364	3.39	642	5.97	99	0.92	72	0.67	97	0.9
Osterley & Spring Grove	10452	5457	52.21	404	3.87	703	6.73	43	0.41	26	0.25	158	1.51
Syon	9717	6633	68.26	431	4.44	564	5.8	102	1.05	61	0.63	97	1
Turnham Green	10184	6493	63.76	471	4.62	1658	16.28	65	0.64	39	0.38	101	0.99

Ward	Mixed Other Mixed	%: Mixed: Other Mixed	Asian or Asian British Indian	%: Asian or Asian British: Indian	Asian or Asian British: Pakistani	%: Asian or Asian British: Pakistani	Asian or Asian British Bangladeshi	%: Asian or Asian British: Bangladeshi	Asian or Asian British: Other Asian	%: Asian or Asian British: Other Asian	Black or Black British Black Caribbean	%: Black or Black British: Caribbean
Bedfont	64	0.63	856	8.47	224	2.22	17	0.17	107	1.06	86	0.85
Brentford	106	0.99	479	4.46	181	1.68	70	0.65	152	1.41	264	2.46
Chiswick Homefields	97	0.94	226	2.2	71	0.69	14	0.14	87	0.85	147	1.43
Chiswick Riverside	146	1.34	284	2.6	140	1.28	52	0.48	130	1.19	134	1.23
Cranford	61	0.56	3956	36.17	1031	9.43	54	0.49	437	4	126	1.15
Feltham North	62	0.65	721	7.53	224	2.34	26	0.27	145	1.52	103	1.08
Feltham West	82	0.71	365	3.17	165	1.43	15	0.13	150	1.3	135	1.17
Hanworth	75	0.68	488	4.44	144	1.31	76	0.69	142	1.29	128	1.16
Hanworth Park	45	0.43	510	4.91	173	1.66	43	0.41	87	0.84	101	0.97
Heston Central	86	0.78	4097	37.25	1095	9.96	62	0.56	508	4.62	155	1.41
Heston East	114	1.06	4505	41.79	813	7.54	57	0.53	454	4.21	116	1.08
Heston West	104	0.92	3929	34.67	1091	9.63	76	0.67	512	4.52	137	1.21
Hounslow Central	102	0.95	3225	29.89	706	6.54	112	1.04	447	4.14	141	1.31
Hounslow Heath	102	0.92	3589	32.29	1084	9.75	75	0.67	506	4.55	171	1.54
Hounslow South	78	0.75	1852	17.86	254	2.54	36	0.35	331	3.19	135	1.3
Hounslow West	82	0.79	4054	39.15	809	7.81	66	0.64	512	4.94	138	1.33
Isleworth	124	1.15	650	6.05	269	2.5	91	0.85	187	1.74	159	1.48
Osterley & Spring Grove	90	0.86	2245	21.48	392	3.75	81	0.77	276	2.64	92	0.88
Syon	84	0.86	497	5.11	178	1.83	73	0.75	171	1.76	194	2
Turnham Green	111	1.09	284	2.79	83	0.82	29	0.28	105	1.03	164	1.61

Ward	Black or Black British Black African	%: Black or Black British African	Black or Black British Other Black	%: Black or Black British: Other Black	Chinese or other ethnic group Chinese	%: Chinese or other ethnic group: Chinese	Chinese or other ethnic group Other Ethnic Group	%: Chinese or other ethnic group: Other ethnic group
Bedfont	188	1.86	27	0.27	18	0.18	141	1.4
Brentford	481	4.48	62	0.58	135	1.26	221	2.06
Chiswick Homefields	195	1.9	31	0.3	116	1.13	165	1.6
Chiswick Riverside	231	2.11	19	0.17	106	0.97	245	2.24
Cranford	522	4.77	38	0.35	44	0.4	323	2.95
Feltham North	140	1.46	21	0.22	57	0.6	124	1.3
Feltham West	254	2.2	26	0.23	68	0.59	165	1.43
Hanworth	233	2.12	39	0.35	54	0.49	259	2.36
Hanworth Park	136	1.31	21	0.2	53	0.51	129	1.24
Heston Central	301	2.74	41	0.37	106	0.96	269	2.45
Heston East	305	2.83	33	0.31	72	0.67	256	2.37
Heston West	483	4.26	40	0.35	53	0.47	293	2.59
Hounslow Central	302	2.8	28	0.26	130	1.2	413	3.83
Hounslow Heath	420	3.78	29	0.26	129	1.16	300	2.7
Hounslow South	155	1.49	23	0.22	164	1.58	103	0.99
Hounslow West	275	2.66	34	0.33	80	0.77	283	2.73
Isleworth	469	4.36	65	0.6	111	1.03	254	2.36
Osterley & Spring Grove	135	1.29	21	0.2	117	1.12	212	2.03
Syon	333	3.43	50	0.51	62	0.64	187	1.92
Turnham Green	165	1.62	40	0.39	167	1.64	209	2.05

Cells in these tables have been randomly adjusted to avoid the release of confidential data

% Percentage of people in ethnic groups

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Appendix B - Legislation

Direct discrimination

This occurs when someone is treated less favourably on the grounds of his or her race, gender, disability, age and or sexual orientation. Racist/sexist/homophobic/ ageist/disability abuse and harassment are forms of direct discrimination.

Indirect discrimination

Is when a condition or requirement exists which appears to be neutral, but which has the effect of making it disproportionately less likely for a group to be able to comply with the condition or requirement and where this requirement cannot be objectively justified. Indirect discrimination can be on the grounds of race/ gender/ disability/age or sexual orientation.

Victimisation

It is unlawful to treat an individual unfavourably because of the actions they have taken or intend to take to gain redress against the discriminator.

RACE RELATIONS ACT 1976

The amended Race Relations Act places a new statutory duty upon public bodies to promote racial equality. The aim is to ensure public authorities provide fair and accessible services, and to improve equal opportunities in employment.

The general duty

All public authorities listed in Schedule 1A of the Act (these include Local Authorities) must take the lead in:

- promoting equality of opportunity;
- preventing unlawful discrimination; and
- promote good race relations.

In practice, this means that listed public authorities must take account of racial equality in the day-to-day work of policy-making, service delivery, employment practice and other functions.

To do this, public authorities should take into account the weight given to racial equality. This should be in proportion to its relevance to a particular function. In a local authority context, attainment levels in schools are going to be much more relevant than highway maintenance.

The specific duties

The Home Secretary has issued Orders under the Act, which place specific duties on many public authorities to help them to meet the general duty.

Under these duties, local authorities have to prepare and publish a Race Equality Scheme setting out their arrangements to meet both the general and specific duties.

Under the Race Equality Scheme, public authorities will have to:

- assess whether their functions and policies are relevant to race equality
- monitor their policies to see how they affect race equality
- assess and consult on policies they are proposing to introduce
- publish the results of their consultations, monitoring and assessments
- make sure that the public have access to the information and services they provide
- train their staff on the new duties

The specific duties on employment are:

All public authorities bound by the general duty must monitor, by ethnic group, their existing staff, and applicants for jobs, promotion and training and publish these results every year

Authorities with at least 150 full-time staff must also monitor:

- Grievances
- disciplinary action
- performance appraisals
- training
- dismissals

DISABILITY DISCRIMINATION ACT 1995

The Disability Discrimination Act (DDA) introduced new measures aimed at ending discrimination that many disabled people face. It protects disabled people in the areas of:

- employment;
- access to goods, facilities and services; and
- the management, buying or renting of land or property.

Some of these measures became law for service providers and employers in December 1996. Others will be introduced over time.

Since December 1996 it has been unlawful for service providers, such as local authorities, to treat disabled people less favourably than other people for a reason related to their disability.

Since October 1999 local authorities have had to make reasonable adjustments in the way in which services are provided for disabled people. Service providers such as local authorities are required to take steps to amend policies, practices and procedures and provide auxiliary aids in order to make services more accessible to disabled people.

From 2004 local authorities must take reasonable steps to amend or remove a physical feature, provide a reasonable means avoiding it or provide the service by a reasonable alternative means in order that disabled people may use the service.

In addition, the Special Education Needs Act 2001 introduced new duties on LEA's to take reasonable steps to avoid placing pupils at a substantial disadvantage.

EQUAL PAY ACT 1970

The Equal Pay Act makes it unlawful to offer different contractual pay, conditions and benefits to women and men where women and men are in the same employment, where the woman and man are doing like work or work rated as equivalent under an analytical job evaluation study or work that is proved to be of equal value.

SEX DISCRIMINATION ACT 1975

The Sex Discrimination Act applies to both males and females and makes sex discrimination unlawful in employment and vocational training, education, the provision and sale of goods, facilities and services and housing. It is also unlawful to discriminate against someone on the grounds of being married.

There are two kinds of unlawful sex discrimination - direct and indirect discrimination:

Direct discrimination occurs when treatment is less favourable than the treatment that was (or would be) accorded to a person of the opposite sex. The treatment may be less favourable because of the gender of the person involved. Types of direct sex discrimination include sexual harassment and treating a woman adversely because she is pregnant.

Indirect sex discrimination is where a condition or practice is applied to both sexes, but adversely affects more of one gender than the other and is not justifiable. For example, an unnecessary requirement to be under 5ft 10ins would discriminate against men, while a requirement to work full-time might discriminate against women. The proportion of one sex who can comply with the requirement may be considerably smaller than the proportion of the other sex who can comply.

Sexual harassment, although not mentioned in the SDA, is unlawful. Sexual harassment can be defined as unwanted conduct of a sexual nature with the purpose or effect of violating the dignity of that person and of creating an intimidating, hostile, degrading, humiliating or offensive environment.

Discrimination against pregnant women, although not mentioned in the SDA, is unlawful because pregnancy is recognised as a condition which only women experience; to treat someone unfairly solely because of their pregnant condition amounts to direct sex discrimination. Dismissing a woman because she is pregnant is also unfair dismissal under the Employment Relations Act.

Positive Action Sections 47 and 48 of The Sex Discrimination Act allow for the use of positive action in a number of specific circumstances. Positive action under sections 47 and 48 can be targeted at either women or men, but in practice most initiatives aim to redress previous discrimination against women .

Gender Reassignment There are special provisions prohibiting discrimination on the grounds of gender reassignment in the employment field with certain exceptions, but as yet, not within any of the other fields covered by the Sex Discrimination Act.

Discrimination on the Grounds of Sexual Orientation The Sex Discrimination Act has, so far, been held by the courts not to prohibit discrimination on the grounds of sexual orientation.

HUMAN RIGHTS ACT 1998

The Human Rights Act requires all public authorities to pay proper attention to the Rights of the individual when making decisions that affect them. Public authorities include government Ministers, civil servants, local authorities or health authorities, and also agencies such as the police, the courts and private companies when carrying out public functions. To ensure compliance with the Human Rights Act those in authority will have to check that they do not infringe an individual's rights, even when they believe they are doing so for a good reason.

EUROPEAN DIRECTIVES

Where harmonization of legal requirements or administrative regulations is necessary, the European Commission - the executive body of the European Union- develops regulations, which, after acceptance by the European Council, are called Council Directives or simply Directives. Each Directive describes the consensus that has been achieved and provides a deadline for the transposition of this consensus into the national laws of each Member State.

The **Employment and Race Directives** were adopted under *Article 13* of the EC Treaty by the UK and other European member states in 2000. Together they intend to provide a common framework of protection against discrimination and harassment.

(a) **The Employment Directive** prohibits discrimination in the context of sexual orientation, religion or belief, disability and age. It covers conditions for access to employment, self-employment and occupation, including selection criteria and recruitment conditions; working conditions, including dismissals and pay; vocational guidance and training; and the membership of employers' and workers' organisations or professional bodies.

(b) **The Race Directive** prohibits discrimination on the grounds of race and ethnic origin. It covers the same areas as the Employment Directive and, in addition, social protection (including social security and healthcare); education; goods and services available to the public, including housing; and social advantages (which covers areas such as housing benefit, student maintenance grants and loans, bus passes for senior citizens etc).

The scope of the Directives

(a) they apply to both the public and private sectors, regardless of the size of the organisation (there is no small firm exemption). The armed forces can, however, be excluded from legislation implementing the provisions on age and disability;

(b) "pay" is likely to include all types of remuneration and fringe benefits such as performance-related pay, group insurance (e.g. private health care insurance provided as part of an employment package) and occupational pensions;

(c) all state benefits (including state pensions) are excluded from the scope of the Employment Directive. The Directive also allows member states to provide that Fixing ages for occupational pension schemes and, in this context, the use of age criteria in actuarial calculations should not be regarded as age discrimination;

(d) "access to employment" covers employment agencies – and bodies which award licenses or qualifications needed to carry out a particular job (e.g. the Public Carriage Office which licenses taxi drivers in London);

(e) "vocational training" has a wide meaning. It covers not only in-house training provided by an employer, but also courses or studies which provide training for jobs or professions – including most university degrees and many other and higher education courses (for example, teacher training courses).

What the Directives mean for the UK

The Government intends to implement the Employment and Race Directives by:

(a) amending the Race Relations Act 1976 and Disability Discrimination Act (DDA). Most of the changes will be technical in nature, although the DDA's exemption for small firms will be moved.

(b) Introducing new legislation to prohibit discrimination in work and training on grounds of sexual orientation, religion and age.

Timetable for Implementation

Legislation on race, sexual orientation and religion will be implemented first, in the second half of 2003. For the other strands:

Disability - The government will end the exemption of small employers from the DDA in October 2004 and also propose to make the other changes to the DDA required by the Employment Directive at the same time.

Age discrimination - The age provisions of the Employment Directive will be implemented in 2006. The government plans to prepare legislation and publish guidance well in advance of December 2006 to ensure that employers have good time to prepare.

Appendix C - Key Documents

❖ Denotes action plans that will be reviewed by the Departmental equalities groups

Race Relations (amendments) Act	The Race Relations (Amendment) Act 2000. Strengthened the Race Relations Act 1976. It outlawed discrimination, both direct and indirect and victimisation in all public authority functions (with some exceptions) not covered by the Race Relations Act 1976. It also placed a general duty on some public authorities to work towards the elimination of unlawful discrimination and to promote equality of opportunity and good relations between persons of different racial groups. The general duty is supported by the specific duties which are enforceable by the Commission for Racial Equality.
❖ Race Equality Scheme	The Race Relations (Amendments) Act placed a specific duty to publish a Race Scheme which sets out its approach to race equality. Hounslow's Race Equality Scheme was published in 2001 and is due for a review in 2004. In preparation for this the Authority has produced an equalities scheme which incorporates the race equality scheme and an equalities plan which incorporates our commitments under the race equality scheme The Equalities Scheme and resultant plan will run from 2004 –2007.
Equalities Standard for Local Government	The Equalities Standard for local government is an assessment of local authorities performance on equality on race gender and disability. There are five levels of achievement for each of the following activities: leadership and commitment, consultation and community development and scrutiny, service delivery and customer care, employment and training.
Executive Business Plan	Sets out the Councils strategic vision and performance requirements
Equalities and Diversity policy	This document outlines the council's commitments to promoting equality of opportunity, social inclusion, elimination of unlawful discrimination and promoting good relations between employees and between communities of all backgrounds.
Housing strategy	Sets out the departments statement for the overall vision and direction of housing services
❖ Community Cohesion plan	A key document was produced in November 2003 entitled Community Cohesion in Hounslow- meeting the challenge. It celebrates the achievements that have been made by Hounslow in promoting community cohesion The document examines how service providers including Housing Strategy and Services intend to deliver on community cohesion issue. The action plan from this document has been incorporated into the Council's and departmental equalities plan
❖ Supporting people strategy	The supporting people programme commissions, funds and monitors a wide range of support services throughout Hounslow, based on an analysis of the needs of local people. The aim is to enable vulnerable people to exercise choice and independence in their own life. The supporting people strategy will map out existing services and identify priorities for the future.
❖ Homelessness strategy	A multi agency plan for addressing homelessness in the Borough
Crime and Disorder reduction Strategy	Strategy for reducing crime and fear of crime in the Borough
❖ Locata review	Internal review of the choice based lettings system in Hounslow

Appendix D - Equalities Information form

Name: _____ Council Department or Partner Agency _____

Gender: Male Female
 please tick

Date of Birth:

Ethnicity:

Our ethnic background describes how we think of ourselves. This may be based on many things, including, for example, our skin colour, language, culture, ancestry or family history. Ethnic background is not the same as nationality or country of birth.

Please study the list below and tick one box only to indicate the ethnic background of the adult named above. This information will be collated and analysed to improve our work on planning services.

<p>White</p> <ul style="list-style-type: none"> • British <ul style="list-style-type: none"> - English - Scottish - Welsh - Other White British • Irish • Traveller of Irish heritage • Gypsy / Roma • Any other White background <ul style="list-style-type: none"> - Albanian - Bosnian/Herzegovinian - Croatian - Kosovan - Serbian - Turkish/Turkish Cypriot - Any Other White background 	<p>Code</p> <p>WENG <input type="checkbox"/></p> <p>WSCO <input type="checkbox"/></p> <p>WWEL <input type="checkbox"/></p> <p>WOWB <input type="checkbox"/></p> <p>WIRI <input type="checkbox"/></p> <p>WIRT <input type="checkbox"/></p> <p>WROM <input type="checkbox"/></p> <p>WALB <input type="checkbox"/></p> <p>WBOS <input type="checkbox"/></p> <p>WCRO <input type="checkbox"/></p> <p>WKOS <input type="checkbox"/></p> <p>WSER <input type="checkbox"/></p> <p>WTUR <input type="checkbox"/></p> <p>WOTW <input type="checkbox"/></p>	<p>Asian</p> <p>or</p> <p>Asian</p> <p>British</p> <p>Black</p> <p>or</p> <p>Black</p> <p>British</p>	<p>Code</p> <p>AIND <input type="checkbox"/></p> <p>APKN <input type="checkbox"/></p> <p>ABAN <input type="checkbox"/></p> <p>ASNL <input type="checkbox"/></p> <p>ASLT <input type="checkbox"/></p> <p>AOTA <input type="checkbox"/></p> <p>BCRB <input type="checkbox"/></p> <p>BNGN <input type="checkbox"/></p> <p>BGHA <input type="checkbox"/></p> <p>BSOM <input type="checkbox"/></p> <p>BAOF <input type="checkbox"/></p> <p>BOTH <input type="checkbox"/></p> <p>OACH <input type="checkbox"/></p> <p>OAFG <input type="checkbox"/></p> <p>OARA <input type="checkbox"/></p> <p>OFIL <input type="checkbox"/></p> <p>OIRN <input type="checkbox"/></p> <p>OIRQ <input type="checkbox"/></p> <p>OKRD <input type="checkbox"/></p> <p>OLEB <input type="checkbox"/></p> <p>OOEG <input type="checkbox"/></p>
<p>Mixed/ Dual Heritage</p> <ul style="list-style-type: none"> • White and Black Caribbean • White and Black African • White and Asian • Any other mixed background 	<p>MWBC <input type="checkbox"/></p> <p>MWBA <input type="checkbox"/></p> <p>MWAS <input type="checkbox"/></p> <p>MOTH <input type="checkbox"/></p>	<p>Chinese</p> <p>Or Any Other Ethnic Group</p>	<p>Chinese</p> <ul style="list-style-type: none"> • Chinese • Afghanistani • Arab other • Filipino • Iranian • Iraqi • Kurdish • Lebanese <p>Any other not already specified</p>
<p>Not stated _____</p>			

Language(s): Language(s) spoken at home other than English _____

Religion: None Muslim
 Christian Sikh
 Buddhist Jewish
 Hindu Any other (Please specify) _____

Disability: No Yes If yes, please specify nature of disability: _____

Appendix E - Hounslow Homes Equalities Action Plan

STRATEGIC OBJECTIVE: ACHIEVING EXCELLENCE IN HOUSING MANAGEMENT & REPAIRS.

INITIATIVE	OPERATIONAL AREA	ACTION	PERFORMANCE OUTCOME	TIMESCALE/TARGETS	RESOURCES	PROJECT MANAGER
Generic Equalities Standards for Local Government	To ensure that HH in accordance with the corporate target, meets level 2 of the current generic Standards	Equalities Advisor to work with the Corporate Valuing Diversity Group, Interdepartmental Group and Head of Equalities	To achieve Level 2 of the Generic Equality Standards through independent validation.	March 2005	Officer time Auditing skills 1 day, collation of impact audits, representation at corporate level – ½ day a month	Neghet Khan, Razia Parmar Equalities Advisor Head of Equalities
Implement recommendations of Stephen Lawrence Inquiry Report	To ensure Hounslow Homes remains within upper quartile in respect of Equalities and Diversity initiatives	Equalities Advisor to work with the Corporate Valuing Diversity Group, Interdepartmental Group, HREC and Head of Equalities to critically assess progress	Achieve 2/3 recommendations b	September 2004	One day of officer time monthly	Head of Equalities All Staff

HOUSLOW HOMES IMPROVEMENT PLAN

STRATEGIC OBJECTIVE: EFFECTIVE ENGAGEMENT OF TENANTS

INITIATIVE	OPERATIONAL AREA	ACTION	PERFORMANCE OUTCOME	TIMESCALE/TARGETS	RESOURCES	PROJECT MANAGER
Increase Tenant Representation	To make local Tenant and Residents Associations more representative of Hounslow's diverse BME communities.	To devise a strategy with HFTRA/ Community Network Groups	To increase the number of ethnic minorities on Tenant Association management committees by 10%.	February 2005	1/2 day a fortnight of officer time	Head of Equalities/All Equalities Advisors
To work with HREC to improve the capacity and engagement of BME groups	To initiate community development and capacity building	Hounslow Homes representation at BEM access forum and refugee forum and Community Network Groups	Raise awareness, improve representation and challenging mechanisms for community	Ongoing	Officer time two hours a month – training/ community development	Head of Equalities
Consultation with Tenants	To consult with tenants and voluntary organisations on the Tenants Participation Compact, Equal Opportunity Policy and Race Equality Scheme and ensure a programme of continuous consultation	Each Equalities Advisor to meet with tenants and voluntary groups in their respective district and consult on the draft documents stated. Regular feedback to SMT and focus groups	Views obtained during consultation meetings to be included in the final version of the Tenant Participation Compact, Equal Opportunities Policy and Race Equality Scheme. Views to shape decision making at strategic level	Ongoing	2 Equalities Advisors x 2 days	Head of Equalities/ All Equalities Advisor's

Appendix F - Breakdown of Ethnicity by Tenure

Asian or Asian British (Total Households 15,731)				
Tenure	Indian	Pakistani	Bangladeshi	Other Asian
Total	11,146	2,497	286	1,802
Owner/Occupiers	77%	57%	46%	63%
Rented from RSLs/Council	10%	24%	39%	18%
Rented Privately & Other	11%	17%	12%	16%
Living Rent Free	2%	3%	3%	3%
White (Total Households 61,144)				
Tenure	British	Irish	Other White	
Total	52,470	3,270	5,404	
Owner/Occupiers	61%	59%	50%	
Rented from RSLs/Council	26%	25%	13%	
Rented Privately & Other	12%	14%	34%	
Living Rent Free	2%	2%	3%	
Black or Black British (Total Households 3,543)				
Tenure	Black Caribbean	Black African	Other Black	
Total	1,335	2,024	184	
Owner/Occupiers	50.3%	24.2%	28.3%	
Rented from RSLs/Council	37.2%	49.4%	54.3%	
Rented Privately & Other	11.8%	21.0%	15.2%	
Living Rent Free	0.6%	5.4%	2.2%	
Chinese & Other Ethnic Group (Total Households 2,153)				
Tenure	Chinese	Other Ethnic Grp		
Total	695	1,458		
Owner/Occupiers	73.2%	40.9%		
Rented from RSLs/Council	11.7%	32.2%		
Rented Privately & Other	12.9%	19.6%		
Living Rent Free	2.2%	7.3%		
Mixed Households (Total Households 1,430)				
Tenure	W&Black Caribbean	W&Black African	W&Asian	Other Mixed
Total	265	218	523	424
Owner/Occupiers	36.6%	27.1%	59.7%	46.9%
Rented from RSLs/Council	44.5%	34.4%	19.9%	29.5%
Rented Privately & Other	13.6%	35.3%	17.0%	21.9%
Living Rent Free	5.3%	3.2%	3.4%	1.7%

Source: 2001 Census

Appendix G - List of Organisations Consulted

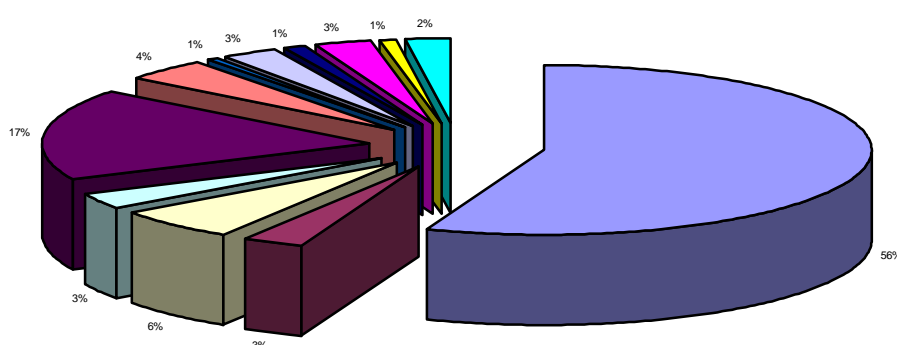
Age Concern Hounslow Borough
Asian Women's Centre
Bangladesh Welfare Association
DOSTI (EKTAA Women's Group)
Hounslow Asian and African Youth Association
EACH (Ethnic Alcohol Concern in Hounslow)
Convent Way Islamic Teaching Centre
Gurdware Sri Guru Singh Sabha
Hounslow Afro-Caribbean Association
London Cyrenians Housing Ltd
Hounslow Mediation Service
Hindu Cultural Trust Centre
Hounslow Chinese Community Centre
Hounslow Asian Community Advice Service
Hounslow Multicultural Centre
Pakistan Welfare Association
Citizens Advice Bureau
All Registered Social Landlords operating in the Borough
Hounslow Homes
Peter Fletcher Associates
Sahil Housing Association

Appendix H - The BME Community in Hounslow

At the heart of the Strategy is our understanding of the needs of local residents and service users. Available data sources have been analysed to inform the strategy in response to the issues of ethnic diversity resulting from demographic factors, cultural and religious backgrounds and the current housing situation. The Council's definition of black and minority ethnic group is based on the ethnic classifications used in the 2001 Census, which have been adopted by the Council.

The chart below shows the overall composition of the borough's population.

Population Breakdown of Hounslow by Ethnicity



White British	White Irish	Other White	Mixed Race	Indian	Pakistani
Bangladeshi	Other Asian	Caribbean	African	Chinese	Other Chinese

Source: 2001 Census

According to the 2001 Census, there were 74,587 people (35%) living in Hounslow from minority ethnic communities. This represents an increase of over 10% from 1991.

By far the largest group describe themselves as Indian and taken together the Asian population accounts for almost 25% of the total population compared to just over 4% describing themselves as black.

Population Growth

Population projections based on the 1991 census show that in relative terms, the fastest growing population is the Black African community.

The number of minority ethnic elders (aged 65 years or more) in Hounslow is expected to increase from 3,877 in 2001 to 4,991 in 2006, an increase of 29%. The

number of children aged 5 to 14 years from minority ethnic communities will increase from 11,414 to 12,794 – an increase of 12%. In all age groups, the minority ethnic population will make up a steadily increasing proportion of the population as shown in the table below.

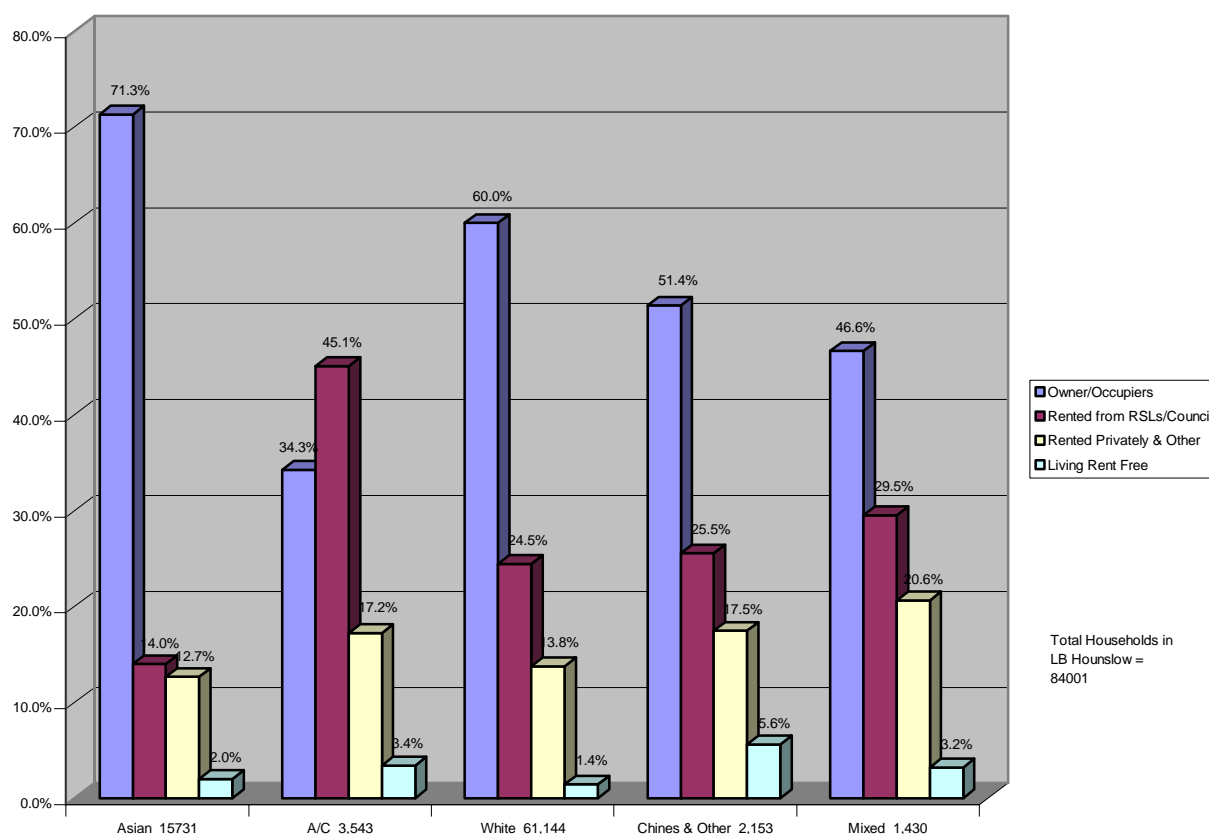
Ethnic population projection for Hounslow*

	0 – 4	5 –14	15 – 44	45 – 64	65 +	Total
2001	6,871	11,414	39,420	14,046	3,877	75,628
2006	7,403	12,794	40,585	16,806	4,991	82579
Change	532	1,380	1,165	2,760	1,114	6,951
% change	8%	12%	3%	20%	29%	9%

* Projections are against 1991 census data

Population by Tenure

**Tenure by Ethnicity
Census 2001**



Population breakdown by tenure shows that Asian households are more likely to be in owner-occupier accommodation than any other ethnic minority. Although White households account for the largest number of owner-occupiers only 60% are in this category. African and Caribbean households are the least likely to be owner-occupiers whilst the mixed households are more likely to be in RSL/Council accommodation or privately rented.

Appendix F gives a more detailed breakdown of ethnicity and highlights differences within the broad ethnic groups. For example within the Asian population 77% of Indian households are owner-occupiers compared with 57% of Pakistani households. These differences may be explained by many factors including migration history, cultural differences, perceptions and choices but raise important issues over accessibility.

Area Comparisons

In 2001 nearly half (45%) of the non-White population of UK lived in London yet they made up 9% of the total population of England. In Great Britain the highest concentration of White Irish people was in London where they made up 3% of the total population.

Hounslow has a higher number of non-White ethnic minority residents (35%) compared to outer London (25%), London (29%) and significantly higher than England (9%) as shown in the table below. Within Hounslow, Central Hounslow (53%) and Heston & Cranford areas (63%) have the largest percentage of non-White residents compared to Hanworth which has the lowest percentage of ethnic minority households. The Asian population is primarily located in the Central Hounslow and Heston & Cranford areas, the African and Caribbean population in the Heston & Cranford and Isleworth & Brentford areas as shown in Appendix A.

Area Comparisons by Ethnicity

	Indian	Pakistani	Other Asian	Black Caribbean	Black African	Bangladeshi	Black Other	Other	White Mixed	White	Total ethnic minority
England	2%	1%	0%	1%	1%	1%	0%	1%	1%	91%	9%
London	6%	2%	2%	5%	5%	2%	1%	3%	3%	71%	29%
Outer London	8%	2%	2%	3%	3%	1%	1%	2%	3%	75%	25%
Hounslow	17%	4%	3%	1%	3%	1%	0%	3%	3%	65%	35%

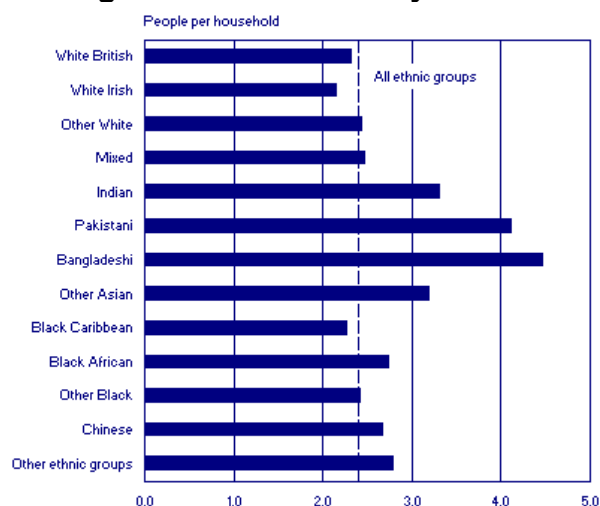
Source: Executive Business Plan

BME Households

Nationally, Asian households are larger than households of any other ethnic group. Households headed by a Bangladeshi person were the largest of all with an average size of 4.5 people in April 2001, followed by Pakistani households (4.1 people) and Indian households (3.3 people).

The smallest households were found among the White Irish with an average size of 2.1 people, followed by the Black Caribbean and White British households. All these groups have an older age structure than other ethnic groups, and contain a high proportion of one-person households. 38% of Black Caribbean households, 37% of White Irish and 31% of White British households contained only one person. Only 9% of Bangladeshi households contained just one person.

Average Household Size by Ethnic Group of Reference Person



Source: National Statistics Online

Types of Households

Nationally, nearly three quarters (74%) of Bangladeshi households contained at least one dependent child. This was the highest proportion of any ethnic group and was nearly three times that of White British households (28%). Households headed by a Pakistani or Indian person were also more likely than non-Asian households to contain at least one dependent child (66% of Pakistani; 50% of Indian households).

Asians are least likely to live in lone parent households. Among households with dependent children, only 10% of Indian households and 13% of both Pakistani and Bangladeshi households contained a lone parent. In contrast, around half of Black Caribbean (48%) and Other black (52%) households with dependent children were headed by a lone parent. The percentage for the White British group was 22%.

The highest proportions of married couples under pension age, with or without children, were found in Asian households. Over half of Bangladeshi (54%), Indian (53%) and Pakistani (51%) households contained a married couple, compared with 37% of those headed by a White British person. Just one fifth (19%) of Black Caribbean households contained a married couple, which was the lowest proportion of any ethnic group. Asian households were also the least likely to contain a cohabiting couple.

The proportion of pensioner households ranged from 2% of Bangladeshi households to 27% of White Irish households. Among the non-White ethnic groups, Black Caribbean was most likely to live in households, which only contained pensioners (13%).

Households containing more than one family with dependent children are most likely to be headed by people from Asian ethnic groups. These types of households made up 2% of all households in Great Britain whereas among the Bangladeshi community they made up 17% of households.

Religion

Just over half of Hounslow's population are Christian, and over one in ten have no religion. The Muslim and Sikh communities are the largest religious communities after the Christians and account for 9% of the population respectively. There is also a sizeable Hindu community making up 8% of the population. Other faiths practised in Hounslow include the Buddhist and Jewish faiths.

Population by Religious Group

Religion	Number	Percentage
Jewish	684	0.3%
Other Religions	1182	1%
Buddhist	1475	1%
Religion not stated	16060	8%
Hindu	16064	8%
Sikh	18265	9%
Muslim	19378	9%
No Religion	28576	13%
Christian	110657	52%
Total	212341	100%

Source: Executive Business Plan

Homelessness

The Housing service records and regularly monitors the ethnic backgrounds of people applying for housing. The table below shows the ethnic backgrounds of applicants on which decisions were reached in 2004/05.

Homelessness Decisions

Qtr Ending	White	African/ Caribbean	Indian/Pakistani/ Bangladeshi	Other	Unknown	Qtr Total	BME Proportion %
Mar 05	157	44	66	45	13	325	47.7
Dec 04	179	59	92	53	22	405	50.4
Sep 04	158	39	77	47	17	338	48.2
Jun 04	106	39	75	38	5	306	49.7
Total	600	181	258	161	68	1165	51.5

Source: Homelessness Returns 2004/05

Figures for the year ending March 2005 shows that 51% of those that applied as homeless were from the BME community, compared to 35% of the population as a whole. The disproportionate number of homeless applications from BME households was picked up by the Homelessness review and the subsequent Homelessness Strategy 2003 – 2008 planned to target preventative work in this area. Success in this area can already be measured with a reduction of the number of BME

households applying as homeless from 60% in 2001-2002 to 51% in 2004-2005. The action plan for this strategy pulls out those actions from the Homelessness Strategy.

The Housing Register

The ODPM Review of Choice based lettings pilots generally identified BME households as being a significant group whose applications for housing have increased as a result of choice based lettings.

There is a commitment within Hounslow’s allocation plan to undertake an analysis of the impact of choice based lettings on equality via statistical analysis and consultation with equality and community groups. Initial reports show that the percentage of applicants on the register from the BME population is roughly in line with the BME population as a whole.

Analysis of Choice-based Lettings

	Total on List	Offered	Housed	Live
White (Br/Irish/Other)	45.9%	54.54% (+8.64)	45.34% (-0.56)	50.21%
All Other, excluding Not Stated	40.21%	39.4% (-0.81)	37.49% (-2.72)	45.20%

Source: Allocations Plan 2002-03

The above analysis suggests that White households are bidding more frequently as reflected by the percentage of offers made compared to the number of households housed.

Analysis has also been carried out looking at applicants for sheltered housing.

Ethnicity Breakdown of Applicants on the Waiting List requiring Sheltered Housing

Details	White		African/Caribbean		Asian		Other		Total
	Applicant 1	Applicant 2	Applicant 1	Applicant 2	Applicant 1	Applicant 2	Applicant 1	Applicant 2	
AGE 55 - 64	12	3	0	0	4	2	5	0	26
65 - 74	37	4	2	0	12	2	2	0	59
75 - 84	31	2	1	0	2	0	4	0	40
85+	17	3	0	0	2	0	1	0	23
Total	97	12	3	0	20	4	12	0	148
%	74%		2%		16%		8%		100%

Source: Housing Register

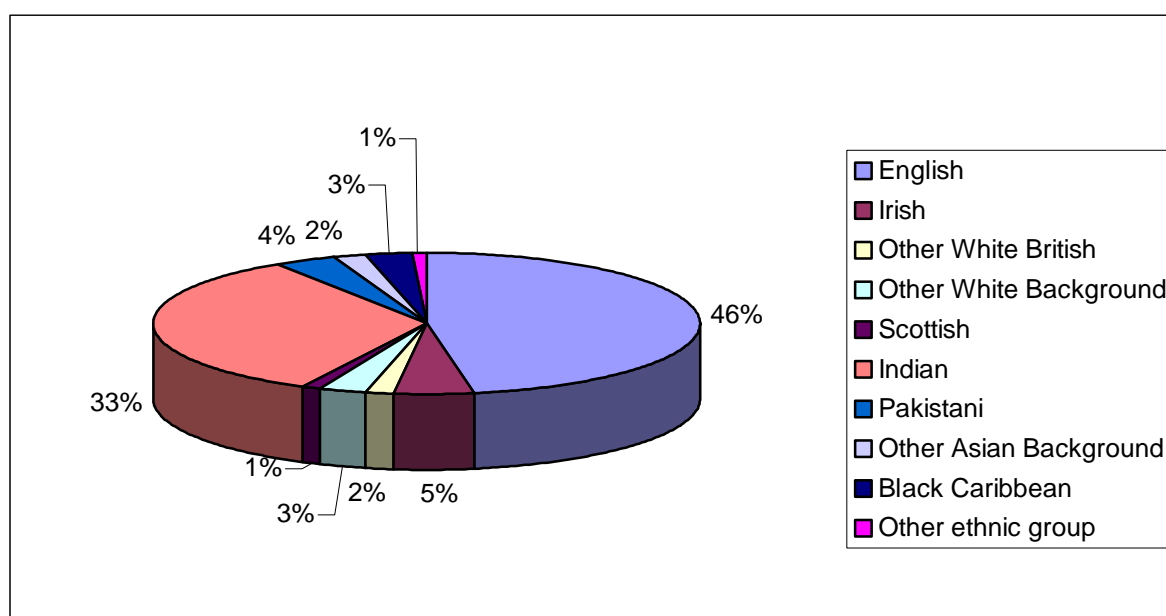
Whites and Asians are the largest groups of sheltered applicants and they both fall within the same age group of 65 – 74. Again in the age group 85+, Asian elders are the second largest.

Private Sector

A 'Private Sector House Condition Survey' was carried out in Hounslow in 1998 and again in 2004. Preliminary results of the recent survey are becoming available. This shows a decline in the numbers of unfit dwellings from 7,682 to 2410. Results by ethnicity are not yet available, but previous surveys show that unfitness is generally associated with socially disadvantaged groups and also with smaller ethnic minority groups.

The Private Sector Housing Unit gives grants to improve properties in the private sector, where the applicant has met certain criteria. In the last financial year (1/4/2003 – 31/3/2004) a total of 108 Disabled Facilities Grants were completed and the ethnic breakdown is shown below. These grants are provided to homeowners or people renting from the private sector and are essential adaptations to meet the needs of a person with a disability or their carers.

Ethnic Breakdown of Disabled Facilities Grants



The chart shows that over 33% of Disabled Facilities Grants were given to households who were classified as Indian.

Projected Needs of BME Elders

Most demographic information available on the projected needs for BME elders shows there will be increased demand for specialist housing and services for them. The table below gives projected housing needs for the over 65 BME community in Hounslow.

**Projection of Needs for Indian Sub-Continent Elders 2001 to 2011
London Borough of Hounslow**

Needs	2001	2006	2011	% Change 2001 - 2011
Indian sub-continent population aged 55+ Total	9,278	11,308	13,141	42%
No change, remain in present home with no additional support	5,535	7,113	8,266	49%
Stay at home with additional aids/adaptations	335	407	473	41%
Stay at home with additional aids/adapt & health/social care	297	362	421	42%
Stay at home with additional health & social care support	1,429	1,742	2,024	42%
Move to smaller or same sized mainstream accommodation	324	395	461	42%
Move to friends or relatives	38	45	53	39%
Sheltered for more active older people	65	79	92	42%
Sheltered for more active older people with alarm and resident support	27	34	40	48%
Sheltered for less active older people with alarm, wardens and care facilities	158	193	223	41%
Sheltered for frail people with higher level of care	139	169	198	42%
Residential or nursing home care	38	45	53	39%

Source: The Housing and Care Needs of Asian Elders in London, a Report by PS Martin Hamblin

The above highlights the significant need of this potentially vulnerable group. Hounslow is currently producing an '*Older Persons Housing Strategy*' which will address these issues.