Consultation Draft

Oxford City Council

Black and Minority Ethnic Housing Strategy 2006 - 2009

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Introduction

This is a draft BME housing strategy for consultation. It has been drawn up based on our perceptions of the issues that we need to tackle, supported by some research evidence and a limited amount of consultation with external stakeholders. It is only a first step in setting out our proposals for race equality and housing and we now intend to consultant with communities and stakeholders before the strategy is finalised.

We feel that, in recent years, we have made some progress in providing services in a way that recognises the diversity of the population we seek to serve. But we still have some way to go in understanding the needs and aspirations of our different customers and in ensuring that all enjoy equality of opportunity in the way they access and use our services. We are aware that we do not yet meet the Audit Commission's Best Value Performance Indicator on *Equal Access to Social Housing* that requires us to comply with the Commission for Racial Equality's *Code of Practice in Rented Housing* and the Office of the Deputy Prime Minister's Code of Practice for Social Landlords on *Tackling Racial Harassment*.

The purpose of a strategy is to bring about change. We intend that this strategy and the action plan that accompanies it will help us to achieve a radical transformation in the way that we approach our services and will help us to comply with the standards that the Audit Commission has laid down.

Aims

The aims of this strategy are:

- Through research, consultation and monitoring we will develop a better understanding of the housing situation, needs and aspirations of the BME communities of Oxford and increase the influence that those communities make on the shape of the housing services we deliver

- To make sure that people seeking housing and other services enjoy equality of opportunity in accessing and using our services and suffer no disadvantage on the grounds of their colour, race, nationality or ethnic or national origins and that housing and housing related services are appropriate to the diverse cultures existing within the city

- To work with partners to make sure that communities are harmonious places in which to live, where people show tolerance to each other and where differences in culture and background are respected

Definitions

This strategy uses the term 'black and minority ethnic', shortened to 'BME', to apply to the visible minority ethnic communities of Oxford, including people of Pakistani, Indian, Chinese, Caribbean, African and Bangladeshi origins. It will also be used to apply to other ethnic groups who may not be visibly different but who frequently have housing needs that are different from the White British community, or who often face hostility in the communities in which they live, or who may be disadvantaged in accessing housing services. Examples of these other groups are people who have

recently arrived from the European mainland to work in the city, white refugee groups and Gypsies/Travellers.

Scope

The strategy focuses on the provision of housing services. It discusses the ways in which we will meet the housing needs of, and deal with discrimination against, BME communities. It covers both our landlord and strategic housing activities. The strategy does not, however, deal with our employment and procurement functions, which are matters for action at a corporate level within the Council.

Responsibilities

All of those involved in our organisation – councillors and those who work for us - are responsible for implementing this strategy. Councillors and senior managers have particular responsibilities for creating an organisational culture that promotes fairness and which values diversity. We believe that they must lead from the front and make sure that race equality issues are mainstreamed.

The action plan accompanying this strategy identifies the people who will lead particular pieces of work.

Oxford's BME communities and their housing

The BME population

Oxford has a diverse population with over one in five (23.25%) of its population made up of people from a variety of minority ethnic groups. These groups include a number of white minority groups – mostly included in a single Census category called 'White Other', which is made up of just over 11,000 people or 8.20% of the population, and a smaller White Irish group, comprising nearly 2,900 people or 2.16% of the population total.

The non-white minority groups, sometimes referred to as 'the visible minorities', comprise about 17,300 people and make up about 12.9% of the population. The largest non-white groups are: Pakistanis (1.96%); Chinese (1.83%); Indians (1.73%) and Caribbeans (1.24%).

The largest BME populations live in Lye Valley, Cowley Marsh, Churchill, Cowley, St Mary's and St Clement's Wards.

Housing tenure

Overall, BME groups are over-represented in privately rented housing and under-represented in council housing. There are, however, very large differences between the various groups. For example:

- Caribbean and Bangladeshi people are over-represented in council and what the Census calls 'other social housing', that is housing association housing

- Irish people are over-represented in council housing

- Chinese and African people and the 'White Other' group are over-represented in privately rented housing

- Indian and Pakistani people are over-represented in housing that is owned with a mortgage or loan. The former are under-represented in council housing.

Overcrowding

Overall, BME groups are more likely to live in overcrowded households – nearly 21.00% of BME households are overcrowded compared with an overall average of nearly 12.00% for all households. Of the larger minority groups, the Bangladeshi, African and Chinese communities are the most likely to be overcrowded.

Lacking central heating

BME households are slightly less likely than the average to live in housing that lacks central heating. Of the larger minority groups, Chinese households are the most likely to lack the facility, although the proportion is quite low (8.43%).

Unsuitable housing

The *Housing Requirements Study,* carried out by Fordham Research and published in 2004, showed that Asian households were rather more likely than average to live in housing that is unsuitable (defined as unsuitable for the household concerned because of its size, type, design, location, condition or cost). Nearly one in ten (9.10%) of Asian households were found to live in unsuitable housing, compared with 5.40% of 'Mixed and Other' households and 5.10% of all Black households. The overall figure for all households was 7.10%.

Homelessness

BME households are more likely to be found homeless by the City Council. Whilst BME households make up 20.06% of all households in Oxford, 44.3% of all households who were deemed by the Council to be eligible for assistance under the homeless legislation and who were unintentionally homeless and in priority need in the period April 2004 – September 2005, were from BME communities. Within the BME communities, the largest homeless groups in this period were 'White Other' (11.07% of all); African (9.12% of all) and ('Black Other' 7.33% of all).

Recent research carried out for us by Alpha Research concluded that the over-representation seems likely to be, in part, due to the fact that many of the people concerned were refugees and this group is at greater risk of homelessness. Both that study and a specific study on *Muslim Housing Experiences,* published by the Housing Corporation in 2004 and which included an Oxford case study, suggested that overcrowding within Asian (or Muslim) families was a cause of tensions within households, which resulted in some members becoming homeless. The latter study further cited domestic violence as a cause.

Our staff dealing with homeless applications perceive that forced marriage is a specific cause of homelessness, although numbers are very small.

Social housing demand and supply

A comparison of our general/transfer list for social housing with social housing lettings using our ethnic monitoring records shows that the White European group is more successful in obtaining lettings compared with BME groups, based on shares

that the different groups make up of the lists. The situation does, however, vary between groups. For example, whilst for many property sizes, BME groups obtain a lower share of homes than their share of the list would predict, Pakistanis and Bangladeshis are relatively successful in the letting of three and four bedroom homes. There are, however, some limitations to the data, which need to be addressed in future work on this issue.

The appendix to the strategy contains further details about the data that has been discussed in this section.

The BME housing strategy

This section sets out our draft BME housing strategy. It is structured around our three aims and each subsection lists the issues that we believe face us and what we are already doing to deal with these issues. We then set out our new proposals for tackling the issues and problems we have outlined. This is the action we are intending to take over the next three years. The numbered Action Points refer to the items in the Action Plan accompanying this strategy.

Developing a better understanding of the housing situation, needs and aspirations of BME communities

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The issues that face us

Understanding the housing situation and needs of BME communities

- There has been little systematic research on the extent to which the housing circumstances of BME groups may differ from the British WhiteBritish White community and the extent to which they have specific needs

- There are different patterns of settlement within the city and the factors underlying these are unclear. For example, south Asian families have settled more successfully in some of our outer areas than in others. What makes this possible is not fully understood but may depend on differences in tenure patterns, good transport links and the existence of appropriate support agencies

- Little is known in detail about the housing needs of newly-arrived communities

- It is not known whether there are particular unmet needs for housing-related support within the BME communities

- It is not known whether there is a need for a Gypsy/Traveller site in Oxford or other accommodation assistance for Gypsies/Travellers

- The last survey of council tenants' views (the STATUS survey) found that a lower proportion of BME tenants were satisfied with the overall service and with opportunities to participate in management compared with tenants from the British White group. However, these differences are not statistically significant at the 95% confidence level. A particularly low sample of BME tenants responded to the survey. The same survey found that younger tenants were less satisfied than older tenants. This may, at least in part, be an explanation for the apparently lower level of satisfaction felt by BME

tenants since they tend to have a younger age profile than White British tenants. Low sub-sample sizes make this issue difficult to investigate.

- Ethnic monitoring is not carried out regularly and it is possible the layout of the ethnic origin question in the housing application form has, caused someincorrections in the filling out of this form which might have resulted in inaccurate data.. Analysis of data on demand and supply of social housing carried out for this strategy has revealed that there are some issues that need addressing.

- Our tenancy database does not contain ethnic origin data for all tenants

- The ethnic origins of those turned away from the city's main direct access hostel because it is full are not recorded

- Little is known about the scale and incidence of 'hidden homelessness'. It is thought that BME people may be over-represented among hidden homeless people.

Obtaining a better understanding of needs through service user involvement

- Black and minority ethnic tenants are under-represented in the Oxford Tenants' Panel and on the committees of tenants' and residents' associations

- The willingness of tenants' and residents' association leaders to discuss and act on diversity issues ismixed, although some active tenants are very committed

- Attempts to engage private housing sector service users have proved difficult, particularly tenants of private landlords, although there is an active landlords' forum.

The strategy

What we are doing already

We have contributed funding to a sub-regional research project on the needs of Gypsies/Travellers, which is due to report in July 2006.

Our housing application form is being re-designed to include a new ethnic origin question based on the 2001 Census and it will be set out in a way that, it is believed, will yield a more accurate response. A survey of our tenants to complete missing ethnic origin data is being undertaken.

We have recently strengthened out tenant participation team and it is embarking on a programme of work to increase contact with BME tenants. In particular, the team will be finding out how tenants would like to be engaged and, where appropriate, new methods of involvement will be established.

What we need to do

Understanding the housing situation and needs of BME communities

We will act upon the findings from the sub-regional research on Gypsies/Travellers that are relevant to us (Action Point 1).

We will take steps to improve our understanding of the BME communities. We will commission specific research on the housing circumstances and needs, including housing-related support needs, of BME communities in Oxford. The research will embrace all housing tenures and will include analysis of current patterns of settlement, how different areas are perceived and what barriers there are facing the various groups in moving to different areas. This research will also include an assessment of the need for hostel or other specialist accommodation for women from BME communities (Action Point 2).

We will also ensure that, where relevant, ethnic origin data is collected as part of 'mainstream' pieces of research so that the circumstances and opinions of different groups can be compared. This includes stock condition surveys, general housing needs studies and research on service user views (Action Point 3).

We will seek to find ways of increasing the number of BME tenants who respond to our tenants' surveys (Action Point 4).

We will use our database on homelessness applications to analyse whether the reasons why BME households become homeless tend to be different from the reasons why households from the British White population become homeless (Action Point 5).

Obtaining a better understanding of needs through service user involvement

We fully recognise the need to engage with representative groups of our service users.

We wish to overcome the barriers that prevent particular groups from getting involved. We believe that a more diverse group of service users will come forward if we offer a range of ways in which people can participate. We will have particular regard to the needs that people from BME groups may have to enable them to engage effectively, for example interpreting and childcare services.

In order that we can develop an appropriate range of mechanisms we will consult first with our housing tenants and other service users about how they wish to be involved. To do this, we will use a number of ways in which to engage people from black and minority ethnic communities, including:

- Visiting BME community organisations

- Having one to one discussions with BME service users identified through our own records and by talking to case-workers

- Running focus groups for groups of BME service users

(Action Point 6).

We will also use the option appraisal that is planned to determine the future of our sheltered housing as an opportunity to engage BME people (Action Point 7).

We will review our criteria for providing funding to tenants' and residents' associations with a view to ensuring that there is commitment for action on equal opportunity and diversity issues (Action Point 8).

We will arrange race equality training for active tenants (Action Point 42).

Through tenant consultation we will seek to find out whether there are any particular factors that may be causing BME tenants to feel less satisfied with the services they receive (Action Point 9).

Ensuring equality of opportunity in services

The issues that face us

Information and communication

- We think that people from BME groups are less likely than the British White population to know about the range of services we offer to people in both social and private housing and how services can be accessed

- Some people from BME groups may be more limited in their knowledge of the types of homes that are available in different areas, or even the existence of some the areas where social housing exists

- We think that difficulties in communicating in English cause a barrier to some people's access to services. It is possible that some service users do not benefit from the Languageline service because staff do not always promote it.

- The use of Languageline is not appropriate in all case. In complex cases, face-to face discussions using an interpreter is more appropriate.

- The use of children to interpret for their parents who have difficulty in communicating in English is not always appropriate

Access to social housing generally

- There are particular shortages of social housing in areas that many BME households prefer, particularly in East Oxford where there is a long tradition of BME settlement and where there is a mosque and specialist shops

- Services that are appropriate for particular racial groups such as halal butchers tend not to be provided in an area until there is a 'critical mass' of people living there. There can therefore be a deterrent to certain groups moving away from traditional settlement areas because they would have to travel some distance to obtain these services. The relative scarcity of cross-city, as opposed to radial, bus routes makes travelling more difficult for people without a car.

- The shortage of social housing with four or more bedrooms is particularly acute. Some BME groups are over-represented in the lists for larger homes.

- Initiatives to provide larger homes through loft conversion or knocking two homes into one have been squeezed by the programme to ensure homes meet the decent homes standard

- Some BME people have rejected otherwise suitable housing accommodation in areas where council housing is scarce because there is not right to buy

- Government targets to reduce the use of temporary accommodation by homeless people will increase pressure on social housing, particularly as it will bring about a reduction in the use of our private sector leasing scheme. This is likely to have a particular impact on BME groups because they are disproportionately affected by homelessness.

- People from EU accession countries are unable to access public funds and therefore they are denied access to housing (including private housing), unless they are in work

Access to sheltered accommodation in the social housing sector

- Generally, very few people from BME backgrounds live in sheltered housing schemes and there is a perception amongst some communities that services are not sensitive to minority needs

- Specific efforts to promote take-up of tenancies of some housing association sheltered schemes have not been particularly successful

- We have had difficulties in recruiting people with south Asian language skills to positions of scheme managers/wardens

Providing services for people in poor quality private sector housing

- Overall, BME groups are over-represented in the privately rented sector and it is possible they are over-represented in housing in both the parts of privately rented sector and in owner occupied housing that suffer from disrepair and poor amenities, although we have no hard data about this.

- We are, however, aware of some particularly poor quality living accommodation above restaurants. This accommodation is disproportionately occupied by people from BME communities, who work as cooks and waiters. Tackling this problem is very labour intensive particularly because of difficulties in establishing the status of such accommodation and because tenants are often reluctant to give evidence because they are fearful of losing their jobs.

Access to non-accommodation services

- There may be low take-up of the community alarm service because of a lack of awareness or a perception that those who respond to calls will not be able to speak in the appropriate language

Providing culturally sensitive services

- Staff may unwittingly provide an inappropriate service because they are not aware of particular cultural requirements

- Some housing association homes provided through private housing developments under section 106 agreements are thought not to be popular by

some people from BME groups because kitchens are 'open plan' allowing cooking smells and steam, which is more of a problem in certain types of cooking, to enter the living area. However, the issue of culturally sensitive design has not been given a great deal of attention locally and there may be other issues that need addressing.

The strategy

What we are doing already

We subscribe to Languageline and therefore have access to a telephone-based interpreting service. Our principal leaflets contain a statement that says that we will provide a translation on request.

We are making considerable efforts to boost the supply of affordable housing through the planning system. We have now set a target that, for sites of 10 dwellings or more, 50% should be 'affordable' and we now seek developer contributions for affordable housing from commercial developments. We are consulting on proposals to ensure that the mix of affordable homes that are provided meets our priority needs. We are seeking to set out strategic mixes of the homes we need in terms of whether they are rented or shared ownership and their size. Amongst other things, this will ensure that more rented homes with four or more bedrooms are provided.

We seek, wherever possible, to facilitate access by homeless people and others in need to the private rented sector. This includes leasing homes from private landlords, private financial support to tenants to help them maintain their tenancies and using a rent deposit scheme.

We are proposing to introduce a common housing register that will bring about a single system of application for both council and housing association housing. We believe that this will benefit those who are less familiar with the way social housing works, including many from BME communities.

We are also proposing to introduce a system of choice-based lettings for council housing, which will involve advertising homes that are available for letting in a similar way that estate and lettings agents do for private housing. We are carrying out extensive consultation about the proposals. Evidence from some of the areas that were the subject of the Office of the Deputy Prime Minister's pilot choice based lettings schemes showed that more BME people expressed an interest in social housing as a result of the introduction of the scheme.

We have agreed with the housing association concerned, and subject to the endorsement of the Housing Corporation, the policy on lettings in John Kallie Court, a sheltered housing scheme targeted to meet the needs of particular BME communities. Its target group has now been defined as Asian, Caribbean and African elders.

We recognise that our initiatives to tackle homelessness have a disproportionate benefit to BME groups. We have developed a range of measures to prevent homelessness, including mediation, holding housing surgeries in prisons and joint action with Social Services when people under 18 years of age are at risk of homelessness.

We have published good practice guides on BME housing strategies and management and access to hostels.

'Faith-based adaptations', such as the provision of over-bath showers, are carried out to our homes where requested and we have a specific budget to support this work.

What we need to do

Information and communication

The proposals for choice-based lettings should result in more people being aware of housing that is on offer but, more generally, we recognise that we need to do more to promote awareness of our services.

We will take the following steps:

- Recognising that some people prefer to obtain information from organisations they know and trust rather than from official bodies, we will provide assistance in the form of training and resource packs to voluntary and community organisations so that they are better equipped to deal with enquiries that arise (Action Point 10)

- We will expand the housing 'surgery' services we provide in community organisations, particularly in those organisations that cover areas where there is poor quality private housing (Action Point 11)

- We will review our interpreting services to ensure that all staff are aware of the Languageline service and will set out guidelines for when face-to-face interpreters should be provided. We will no longer allow children to be used to interpret in any circumstances where sensitive information is involved, including in homelessness and racial harassment cases. We will work to ensure that our partner organisations adopt a similar policy (Action Point 12).

- We will ensure that the relevant communities are aware that we carry out 'faith-based adaptations' to our homes (Action Point 13)

Increasing the supply of social housing

We will continue to exploit all opportunities to provide social and other low cost housing in areas of traditional BME settlement. We will ensure that, where social housing is provided, its mix reflects the needs of the communities seeking to live in the areas (Action Point 14).

We will do more to expand housing association ownership in traditional settlement areas through supporting proposals for acquisition and, where necessary refurbishment, of existing housing particularly larger housing and this includes our own housing where we need to sell it because of the high cost of the work that is needed (Action Point 15).

We will evaluate a scheme to give incentives to tenants who under-occupy their homes to move to smaller accommodation, thus releasing larger homes to meet urgent needs (Action Point 16).

Opening up new housing opportunities

We recognise that the housing choices of many people from BME communities is limited because housing of the sort they want is not available in the areas they would prefer to live. We also recognise that access to other areas, including areas that are away from those of traditional settlement (such as outer estates), is limited because of lack of information about the areas, specialist services are not available and fear of racial harassment. Perceptions that particular areas have problems of crime, drugs and antisocial behaviour may add to the barriers.

We wish to extend the housing choices of people from BME communities. This should help to reduce the disparity that some groups face in the letting of social housing.

The housing service cannot, however, achieve this aim alone. We will work with our colleagues throughout the Council and our partners to implement a comprehensive strategy for expanding housing opportunities for BME people beyond traditional settlement areas (Action Point 17). Regeneration, community safety and social inclusion programmes all have a role to play.

The Council cannot do it all on its own. The support of housing associations, the police and local community organisations is vital. We will therefore work with our partners on the relevant forums, including the Strategic Housing in Oxford Partnership (SHOP) and the Crime and Disorder Reduction Partnership.

We know that some BME communities have, with varying degrees of success, established themselves in areas beyond those of traditional settlement. We need to study the ingredients for success and replicate them elsewhere.

The specific support that we will give to the opening up of new avenues of opportunity include:

- Providing more information about existing housing options – measures discussed in the section on *Information and communication* are relevant. The introduction of choice based lettings will also help people to see what is available and where (Action Point 18).

- Remodelling the housing stock to make it more suitable to meet the diverse needs of our communities. We recognise that changes can only occur gradually and that resources are a constraint. We will, however:

    o Consider urgently the re-introduction of schemes to provide more larger council homes through loft conversion and extensions (Action Point 19)

    o Exploit to the full opportunities to redress imbalances in the existing stock by housing association new build on private sites achieved through affordable housing negotiations and on council land, such as ex-garage sites, house demolition sites and on the sites of any sheltered housing schemes de-commissioned as a result of the current review (Action Point 20)

- Working with housing association partners, give serious consideration to 'group lettings' arrangements when new build schemes are let – introducing prospective new tenants to each other so they can see they will not be the

only BME people moving to an area and explaining about the support they will receive (Action Point 21)

- Tackling racial harassment vigorously. Our proposal for a thorough review of the current procedures is discussed below in the section on *Tackling racial harassment* (Action Point 35).

- Making post-move visits to new tenants moving away from traditional settlement areas to make sure that they are settling in alright and providing on-going support where needed (Action Point 22)

- Considering funding community organisations that provide local support services, tying funding in to the development of support initiatives for new arrivals in an area (Action Point 23)

- Working with tenants' and residents' associations to ensure they are welcoming to newcomers (Action Point 24)

Improving homelessness services

We will conduct a comprehensive review of the services we provide for homeless people from BME communities. To help us to do this we will use the guidance that is contained within the Office of the Deputy Prime Minister's 2005 Development Guide on *Tackling Homelessness amongst Ethnic Minority Households.* The review will concentrate on ways of ensuring the homelessness service is accessible, of preventing homelessness among BME people more effectively and of ensuring that services are provided in a culturally sensitive way (Action Point 25).

We will continue to work on issues that have already been identified in some of our other strategies, including:

- Working with the County Council on further homelessness prevention measures for previously unaccompanied asylum-seeking children who have leave to remain and have reached age 18 (Action Point 26)

- Introducing an initiative to provide information and access to networks for victims of forced marriage (Action Point 27)

- Developing a comprehensive homelessness information and publicity service for the community (Action Point 28)

- Developing an information sharing protocol with NASS to provide early notification of people at risk of homelessness (Action Point 29)

Letting social housing

We will be taking particular care to make sure that people whose first language is not English or people with limited understanding of official procedures are not disadvantaged by the introduction of bidding systems. We will consider carefully the ways in which we will advertise homes for letting and will consider the support we will offer to people who may need help in expressing their interests. We will consider whether we should introduce a system of checking from time to time whether vulnerable people are making bids, and if they are not, enquiring why this may be so, in order to see whether help is required.

The government is encouraging us to simplify the schemes we use to prioritise applications for housing. We will take care to ensure that any simplification that we introduce does not disadvantage BME groups' access to housing. This is particularly important since they appear to be disadvantaged in lettings of our housing at present. We will model the effects of proposed changes on BME groups' positions on the list for housing of particular sizes, taking care to ensure that appropriate priority is given to needs which are experienced disproportionately by many BME groups, such as homelessness, overcrowding and serous racial harassment (Action Point 30).

Providing services for people in poor quality private sector housing

We need to find out more about the housing circumstances of BME communities in the private sector, including investigating any over-representation in poor quality housing and which particular parts of the privately rented sector tend to be occupied by people from BME communities: the HMO sector which is subject to statutory registration, other HMOs, or single household properties. This investigation will form part of the research work identified above under the heading *Understanding the housing situation and needs of BME communities* (Action Point 2).

To the extent that BME households live disproportionately in poor quality housing, our services that are targeted at these housing sectors, including grants and other incentives to deal with poor conditions, registration of houses in multiple occupation (HMOs) and inspection of and enforcement of standards in the private sector more generally potentially have particular benefits for them.

We will therefore check whether members of the different BME communities are accessing the services to which they are entitled. Our proposals for ethnic monitoring made later in this strategy under the heading **Underpinning activities** will include reviewing our ethnic monitoring systems for services to private tenants and owner occupiers (Action Point 43).

We will consider whether the level of resources to tackle the problems in the private housing sector is adequate. This issue will be addressed in the strategy for private sector housing, which we are currently compiling.

Providing services for older people

We recognise that we should make our sheltered housing schemes and other services for older people more accessible to people from BME communities. To achieve this we will:

- Network with community organisations to draw attention to the range of services we offer in both the social and private housing sectors

- Ensure staff receive race equality training

- Seek to build links between particular sheltered housing schemes with local community organisations, including exploring the place of multi-cultural activities and exchange visits between schemes and organisations

- Hold open days at particular sheltered schemes

- Continue efforts to recruit people from BME backgrounds to work in sheltered schemes, including the creation of development opportunities for people with the appropriate language skills to acquire the necessary other skills needed to fulfil the scheme manager/warden role

(Action Point 31).

We will consider, with our housing association partners, the need for joint promotional activities (Action Point 32).

We will monitor the profile of lettings at John Kallie Court (Action Point 33).

Providing culturally sensitive services

We need to make sure that our staff are aware of the cultural requirements of our diverse communities. We will ensure that, in particular, front line staff will receive training on these issues (Action Point 41).

We will do more work on the issue of culturally sensitive design. We need to evaluate the guidance and good practice that is available. We will consult with our housing association partners and we need to consider whether we should lay down some basic principles to be adopted for all new social housing, including that provided through affordable housing negotiations (Action Point 34).

Working with partners to make sure that communities are harmonious places in which to live

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The issues that face us

Tackling racial harassment

- It is believed that racial harassment is under-reported because of a fear of reprisals or a lack of confidence that anything will be done

- There have been some criticisms of our and housing associations' performance on tackling racial harassment:

  - Sometimes, housing officers are not sufficiently sensitive to racial harassment victims. It is claimed that there have been occasions when they do not abide by the *Steven Lawrence Report's* definition of a racist incident and that they tell those complaining of harassment that they will have to apply as homeless if they wish to be rehoused. This, it is argued, is used as a test of the sincerity of the person's claims of being harassed.

  - We have been criticised for not doing enough to identify and deal with racial harassment perpetrators. In particular, we have been criticised for not installing CCTV cameras on houses in areas where there have been incidents and for not using professional witnesses to provide evidence against perpetrators.

  - A point has been made that, sometimes, racial harassment complaints are not acted upon early enough and that, by the time we intervene, it is too late for mediation or too late for victims to feel that, with support,

> they could give evidence to enable action to be taken against the perpetrator
>
> o   Victims are not always kept informed of the action that is being taken.
>
> o   Not all housing associations attend on a regular basis the multi-agency panel, which exists to discuss and co-ordinate action on individual harassment cases. Sometimes, council attendees are not sufficiently senior.
>
> o   There is feeling that decisions made by our extenuating circumstances panel to award additional priority to assist racial harassment victims to move are made behind 'closed doors', so that it is not clear whether the evidence of outside agencies is considered
>
> o   BME people who are offered housing in areas where there have been recent racial harassment incidents are not always told about this and of the Council's policy and procedures in order to allow them to make informed choices about whether they should accept the offer

- There is a conflict of opinion about how often successful action has been taken against perpetrators - some officers within the Council believe that there have been several successes and people in outside organisations claim to be aware of very few. This suggests possibly that communication about cases is not always as good as it should be and also that not all cases go to the multi-agency panel.

Creating good community relations

Community relations are generally felt to be good, although there are clearly individual instances of abuse and harassment. There have been some more general tensions between more recently arrived and longer established communities.

The strategy

What we are doing already

We have written policies and procedures saying how we tackle racial harassment. We participate in the Racism Actionline reporting scheme and in the multi-agency panel. In serious cases, we offer victims safe houses to move to.

What we need to do

Tackling racial harassment

We fully recognise the devastating effect that racial harassment can have on people's lives. We also recognise that the fear of harassment can greatly restrict BME people's housing opportunities.

A thorough review of our approach to tackling racial harassment will be carried out. This will be based on the guidance for social landlords issued for the Office of the Deputy Prime Minister on *Tackling Racial Harassment* (Action Point 35).

The review will be far-reaching and will include the need to ensure maximum levels of reporting; support for and feedback to victims; preventative measures;

arrangements to review cases at senior level and for trends to be monitored both within the Council and with our partner organisations. It will include a particular focus on how to obtain evidence against perpetrators; looking at improving liaison with the police and Oxford Race Equality Council; the use of surveillance equipment; a greater role for street wardens and the use of professional witnesses.

The new procedures will have at their heart the *Steven Lawrence Report's* definition of a racist incident, namely:

> *'A racist incident is any incident which is perceived to be racist by the victim or any other person.'*

We will also ensure that we are represented at a senior level at the multi-agency panel and we will encourage housing associations and other appropriate agencies to attend its meetings (Action Point 36).

Our programme for racial equality training will include a module on tackling racial harassment. This should help ensure that the relevant staff are committed to the aims of the procedures, and know what they are required to do (Action Point 41).

We will work with the Oxford Race Equality Council to ensure that comprehensive statistics on housing-related racial harassment are kept and disseminated (Action Point 37).

Building better community relations

We recognise that the creation of better relations between people from different racial groups involves more than dealing with hostility when it arises. We need to get to the heart of what makes communities work and to support the development of mixed, cohesive communities. We need to take proactive steps to encourage greater understanding and tolerance.

The steps we will take to bring about a more inclusive approach to service user involvement will help. Together with colleagues in other parts of the City Council, and where relevant with our partner organisations, we will also carry out the following:

- Make a particular officer specifically responsible for 'myth busting' work – seeking to counter negative, and in particular, inaccurate information that sometimes circulates about BME communities, either in general or about particular groups (Action Point 38)

- In partnership, develop programmes of social, cultural and sporting activities in our estates to foster involvement of all sections of the community (Action Point 39)

- In partnership, develop contingency plans to deal with the heightening of racial tensions brought about by such events as wars or serious terrorist attacks (Action Point 40)

Underpinning activities

We need to carry out a number of underpinning activities to ensure that we are properly equipped to deliver this strategy.

Our staff need to be trained to recognise where racial discrimination and disadvantage may be occurring and what they need to do to avoid discrimination and promote equal opportunities and good race relations.

We will therefore mount a race equality training programme, which all staff will be required to attend (Action Point 41).

Managers and front line staff will be prioritised for the training. There will be a core element plus modules for specific areas of activity, such as tackling racial harassment and ensuring equal access to services. Staff will attend the particular modules suited to their area of work.

We will also provide race equality training for the leaders of tenants' and residents' associations and for those involved in service user forums (Action Point 42).

We also recognise that race equality training councillors should also be available to councillors.

We need to monitor the fairness of our activities. We are currently reviewing the ethnic origin question contained in our housing application form. We will carry out a review of all other aspects of ethnic monitoring, including giving consideration to the service areas where monitoring should be carried out, ensuring they embrace our key services in both social and private housing; methods of, and responsibilities for, analysis and who should receive reports and how often. We want to make the analysis of our ethnic records central to our understanding of race equality issues (Action Point 43).

We want to learn from others about what works and what does not work in order to improve our practice. We will therefore:

- Arrange for race equality issues to be discussed on a more regular basis with our partner organisations

- Take steps to ensure that relevant issues are discussed at regional and sub regional forums on which we are represented

- Consider joining benchmarking and good practice clubs

- Make it a responsibility of particular officers to identify and share good practice both within and outside the Council

(Action Point 44).

Resourcing the strategy

We consider that we have adequate resources to carry out the work included in this strategy over the next three years. Account of available staff resources has been taken in drawing up the action plan that accompanies this strategy. We do not think we have to carry out all the work at once. The plan takes account of the priorities as we see them. The following factors have informed the setting of priorities:

- The urgency of the problem we are seeking to address

- The desire to have some 'quick wins'

- In some cases, the need to make budgetary provision for the work

- In some cases, the need to take time to get the issues on the agendas of partner organisations

For work that involves external resources, such as research on needs, we may wish to make appropriate provision within our budget next year.

We will be relying on the input from partner organisations for some of the actions included in the action plan and we will be specifically asking them to give us their views on the resource implications of the strategy and action plan during the consultation phase.

Monitoring and reviewing the strategy

Council officers and key stakeholders, through SHOP, will monitor implementation of the action plan with any concerns being reported to the Housing Scrutiny Committee. Key actions will be incorporated in our performance management system and progress will be reported four times a year to councillors at the Housing Scrutiny Committee.

This strategy and action plan will be reviewed formally in a public forum after the first 18 months – some time in the Spring 2008. Representatives from BME communities, housing associations, the police and other agencies will be invited. The review will include an assessment of how far the strategy is succeeding, the nature of any lessons to be learned and whether corrective action is needed.

Appendix

Statistical tables

This appendix contains statistical tables.

Table 1 and 2 are taken from the 2001 Census

Table 3 compares Census results with our homelessness statistics.

Tables 4 to 6 contain a comparison of demand for and supply of council housing, and in the case of Table 6, of housing association housing let to our nominees.

Demand is measured as single point snapshots of the general register and transfer register. Supply comprises the lettings of council housing over the three-year period 2003/04 to 2005/06, and, in the case of Table 6, in addition, the letting of social housing by housing associations to our nominees.

Where there is no ethnic origin data for applicants or for lettings, the data has been excluded.

There are a number of limitations to the data:

- Demand is measured by a single snapshot. Ideally the ethnic profile should be determined via a number of snapshots over a period of time and the results averaged.

- Cases declaring themselves as 'Black British' and 'Black Irish' have been excluded. It is possible that many of the cases that have recorded themselves as being from these groups may have done so because of confusion caused by the layout of the question on the housing application form. Because these cases have been excluded from both the demand and supply side it is not thought that their omission distorts the findings too much.

The tables use the concept of a 'success rate', which is the proportion of lettings being made to a particular ethnic group expressed as a proportion that the group comprises on the general register or transfer register. It allows for a comparison of how different groups fare in the letting of housing. A success rate of over 100 shows that a group is more successful in being let housing than their share of the list suggests they 'should'. Conversely, a success rate of less that 100 shows that a group is less successful than they 'should' be, based on their share of the list.

Tables 4 to 6 show that, with one exception, which results simply from an absence of lettings in that category, the White European group is more successful in receiving lettings of housing than their share of the lists suggest they 'should'. This finding holds good regardless of whether or not housing association lettings are included. BME groups are less successful in receiving lettings. There are, however, some differences between the experience of different BME groups and between categories of properties:

- General register 1 and 2 bedroom homes – most BME groups have lower success rates

- General register 3 and 4 bedroom homes – some BME groups have low success rates, but Pakistani and Bangladeshi groups have very high success rates

- Transfer register – a somewhat mixed picture. Low numbers of BME groups on the list makes conclusions difficult to draw

- Combined registers (which takes account of housing association lettings to nominees):

    o 1 and 2 bedroom houses – most BME groups have low success rates

    o 3 and 4 bedroom houses – Pakistani an Bangladeshi households have very high success rates

Table 1: Households' ethnic group by tenure, 2001, Oxford

	Owned outright		Owned with mortgage/loan		Shared ownership		Council rented		Other social rented		Privately rented		Rent free		Total	
White British	12009	29.03	11496	27.79	496	1.20	6887	16.65	2170	5.25	7063	17.07	1250	3.02	**41371**	**100.00**
White Irish	359	24.29	412	27.88	20	1.35	311	21.04	90	6.09	235	15.90	51	3.45	**1478**	**100.00**
White Other	650	16.69	783	20.11	32	0.82	175	4.49	164	4.21	1956	50.23	134	3.44	**3894**	**100.00**
Mixed White and Caribbean	12	6.98	34	19.77	0	0.00	55	31.98	24	13.95	42	24.42	5	2.91	**172**	**100.00**
Mixed White and African	10	14.08	12	16.90	0	0.00	8	11.27	13	18.31	25	35.21	3	4.23	**71**	**100.00**
Mixed White and Asian	33	17.19	55	28.65	3	1.56	17	8.85	5	2.60	73	38.02	6	3.13	**192**	**100.00**
Mixed Other	15	9.38	41	25.63	0	0.00	18	11.25	10	6.25	67	41.88	9	5.63	**160**	**100.00**
Indian	108	15.65	272	39.42	3	0.43	52	7.54	31	4.49	211	30.58	13	1.88	**690**	**100.00**
Pakistani	127	19.60	244	37.65	7	1.08	98	15.12	46	7.10	108	16.67	18	2.78	**648**	**100.00**
Bangladeshi	33	16.84	47	23.98	0	0.00	61	31.12	19	9.69	26	13.27	10	5.10	**196**	**100.00**
Asian Other	35	16.20	51	23.61	3	1.39	27	12.50	17	7.87	76	35.19	7	3.24	**216**	**100.00**
Caribbean	115	14.01	289	35.20	30	3.65	221	26.92	94	11.45	59	7.19	13	1.58	**821**	**100.00**
African	25	4.69	80	15.01	10	1.88	92	17.26	76	14.26	223	41.84	27	5.07	**533**	**100.00**
Black Other	6	7.59	19	24.05	0	0.00	25	31.65	11	13.92	13	16.46	5	6.33	**79**	**100.00**
Chinese	158	21.15	145	19.41	3	0.40	44	5.89	62	8.30	313	41.90	22	2.95	**747**	**100.00**
Other	47	9.71	56	11.57	3	0.62	33	6.82	33	6.82	302	62.40	10	2.07	**484**	**100.00**
All groups	**13742**	**26.55**	**14036**	**27.12**	**610**	**1.18**	**8124**	**15.70**	**2865**	**5.54**	**10792**	**20.85**	**1583**	**3.06**	**51752**	**100.00**
All BME	**1733**	**16.69**	**2540**	**24.47**	**114**	**1.10**	**1237**	**11.92**	**695**	**6.69**	**3729**	**35.92**	**333**	**3.21**	**10381**	**100.00**

Source: 2001 Census, Crown copyright
Note: 'BME' is defined as all groups other than 'White British'

Table 2: Overcrowded households and households lacking central heating by ethnic group, 2001, Oxford

	Occupancy rating of -1 or less		No central heating	
	No.	% of all	No.	% of all
White British	3923	9.48	2960	7.15
White Irish	177	11.98	109	7.37
White Other	731	18.77	251	6.45
Mixed White and Caribbean	39	22.67	9	5.23
Mixed White and African	15	21.13	6	8.45
Mixed White and Asian	29	15.10	19	9.90
Mixed Other	32	20.00	10	6.25
Indian	138	20.00	35	5.07
Pakistani	169	26.08	26	4.01
Bangladeshi	79	40.31	6	3.06
Asian Other	70	32.41	13	6.02
Caribbean	135	16.44	31	3.78
African	173	32.46	29	5.44
Black Other	15	18.99	5	6.33
Chinese	230	30.79	63	8.43
Other	147	30.37	31	6.40
All groups	**6102**	**11.79**	**3603**	**6.96**
All BME	**2179**	**20.99**	**643**	**6.19**

Source: 2001 Census, Crown copyright
Note: 'BME' is defined as all groups other than 'White British'

Table 3: Comparison of ethnic profile of all households and homeless households, Oxford

	All households		Homeless households	
	No.	**%**	**No.**	**%**
White British	41371	79.94	342	55.70
White Irish	1478	2.86	7	1.14
White Other	3894	7.52	68	11.07
Mixed White and Caribbean	172	0.33	0	0.00
Mixed White and African	71	0.14	0	0.00
Mixed White and Asian	192	0.37	0	0.00
Mixed Other	160	0.31	0	0.00
Indian	690	1.33	13	2.12
Pakistani	648	1.25	15	2.44
Bangladeshi	196	0.38	13	2.12
Asian Other	216	0.42	0	0.00
Caribbean	821	1.59	19	3.09
African	533	1.03	56	9.12
Black Other	79	0.15	45	7.33
Chinese	747	1.44	0	0.00
Other	484	0.94	0	0.00
Not stated	-	-	36	5.86
All groups	**51752**	**100.00**	**614**	**100.00**
All BME	**10381**	**20.06**	**272**	**44.30**

Source: All households – 2001 Census, Crown copyright. Homeless households – households accepted as eligible, unintentionally homeless in priority need, 1st quarter 2004/05-2nd quarter 2005/06
Note: 'BME' is defined as all groups other than 'White British'

Lettings success rates

Table 4: General register

l bedroom											
	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	1440	20	144	21	28	29	104	115	6	81	1988
General register %	72.43	1.01	7.24	1.06	1.41	1.46	5.23	5.78	0.30	4.07	100.00
Council lettings	249	10	14	2	1	2	10	12	4	5	309
Council lettings %	80.58	3.24	4.53	0.65	0.32	0.65	3.24	3.88	1.29	1.62	100.00
Success rate	**111.25**	**321.68**	**62.55**	**61.27**	**22.98**	**44.37**	**61.86**	**67.13**	**428.91**	**39.71**	**100.00**

2 bedroom											
	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	483	4	82	15	35	25	32	76	7	34	793
General register %	60.91	0.50	10.34	1.89	4.41	3.15	4.04	9.58	0.88	4.29	100.00
Council lettings	258	2	23	4	11	4	13	27	1	11	354
Council lettings %	72.88	0.56	6.50	1.13	3.11	1.13	3.67	7.63	0.28	3.11	100.00
Success rate	**119.66**	**112.01**	**62.83**	**59.74**	**70.40**	**35.84**	**91.00**	**79.58**	**32.00**	**72.47**	**100.00**

3 bedroom

	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	256	2	58	15	27	16	8	71	3	24	480
General register %	53.33	0.42	12.08	3.13	5.63	3.33	1.67	14.79	0.63	5.00	100.00
Council lettings	83	0	4	3	16	12	1	17	0	6	142
Council lettings %	58.45	0.00	2.82	2.11	11.27	8.45	0.70	11.97	0.00	4.23	100.00
Success rate	**109.60**	**0.00**	**23.31**	**67.61**	**200.31**	**253.52**	**42.25**	**80.94**	**0.00**	**84.51**	**100.00**

4 bedroom

	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	34	0	13	6	11	11	2	19	0	9	105
General register %	32.38	0.00	12.38	5.71	10.48	10.48	1.90	18.10	0.00	8.57	100.00
Council lettings	4	1	0	0	3	2	0	0	0	0	10
Council lettings %	40.00	10.00	0.00	0.00	30.00	20.00	0.00	0.00	0.00	0.00	100.00
Success rate	**123.53**	**-**	**0.00**	**0.00**	**286.36**	**190.91**	**0.00**	**0.00**	**-**	**0.00**	**100.00**

5+ bedroom

	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	15	0	1	0	5	1	1	6		3	32
General register %	46.88	0.00	3.13	0.00	15.63	3.13	3.13	18.75	0.00	9.38	100.00
Council lettings	1	0	0	0	0	0	0	0	0	0	1
Council lettings %	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00
Success rate	**213.33**	**-**	**0.00**	**-**	**0.00**	**0.00**	**0.00**	**0.00**	**-!**	**0.00**	**100.00**

Table 5: Transfer register

1 bedroom	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
Transfer register	224	4	5	2	1	2	13	2	3	1	257
Transfer register %	87.16	1.56	1.95	0.78	0.39	0.78	5.06	0.78	1.17	0.39	100.00
Council lettings	182	7	1	1	1	0	3	1	0	0	196
Council lettings %	92.86	3.57	0.51	0.51	0.51	0.00	1.53	0.51	0.00	0.00	100.00
Success rate	**106.54**	**229.46**	**26.22**	**65.56**	**131.12**	**0.00**	**30.26**	**65.56**	**0.00**	**0.00**	**100.00**

2 bedroom	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
Transfer register	193	4	10	5	7	1	20	8	3	7	258
Transfer register %	74.81	1.55	3.88	1.94	2.71	0.39	7.75	3.10	1.16	2.71	100.00
Council lettings	41	0	3	1	1	0	2	0	0	1	49
Council lettings %	83.67	0.00	6.12	2.04	2.04	0.00	4.08	0.00	0.00	2.04	100.00
Success rate	**111.85**	**0.00**	**157.96**	**105.31**	**75.22**	**0.00**	**52.65**	**0.00**	**0.00**	**75.22**	**100.00**

3 bedroom	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
Transfer register	179	1	10	5	9	7	7	10	3	7	238
Transfer register %	75.21	0.42	4.20	2.10	3.78	2.94	2.94	4.20	1.26	2.94	100.00
Council lettings	42	0	1	1	0	3	1	1	0	0	49
Council lettings %	85.71	0.00	2.04	2.04	0.00	6.12	2.04	2.04	0.00	0.00	100.00
Success rate	**113.97**	**0.00**	**48.57**	**97.14**	**0.00**	**208.16**	**69.39**	**48.57**	**0.00**	**0.00**	**100.00**

4 bedroom										
	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
Transfer register	32	0	3	1	5	9		2	1	2	55
Transfer register %	58.18	0.00	5.45	1.82	9.09	16.36	0.00	3.64	1.82	3.64	100.00
Council lettings	0	0	0	0	0	0	0	0	0	0	0
Council lettings %	0	0	0	0	0	0	0	0	0	0	0
Success rate	-	-	-	-	-	-	-	-`	-	-	-	-

5+ bedroom										
	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
Transfer register	12	0	1	0	1	1	1	1	0	0	17
Transfer register %	70.59	0.00	5.88	0.00	5.88	5.88	5.88	5.88	0.00	0	100.00
Council lettings	1	0	0	0	1	0	0	0	0	0	2
Council lettings %	50.00	0.00	0.00	0.00	50.00	0.00	0.00	0.00	0.00	0.00	100.00
Success rate	**70.83**	**-**	**0.00**	**-**	**850.00**	**0.00**	**0.00**	**0.00**	**-**	**-**	**100.00**

Table 6: Combined registers

I bedroom	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	1440	20	144	21	28	29	104	115	6	81	1988
Transfer register	224	4	5	2	1	2	13	2	3	1	257
Total demand	1664	24	149	23	29	31	117	117	9	82	2245
Total demand %	74.12	1.07	6.64	1.02	1.29	1.38	5.21	5.21	0.40	3.65	100.00
Council lettings (GR)	249	10	14	2	1	2	10	12	4	5	309
Council lettings (TR)	182	7	1	1	1	0	3	1	0	0	196
Accepted nominations	173	3	14	4	2	2	9	6	1	9	223
Total lettings	604	20	29	7	4	4	22	19	5	14	728
Total lettings %	82.97	2.75	3.98	0.96	0.55	0.55	3.02	2.61	0.69	1.92	100.00
Success rate	**111.94**	**256.98**	**60.02**	**93.85**	**42.54**	**39.79**	**57.99**	**50.08**	**171.32**	**52.65**	**100.00**

2 bedroom	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	483	4	82	15	35	25	32	76	7	34	793
Transfer register	193	4	10	5	7	1	20	8	3	7	258
Total demand	676	8	92	20	42	26	52	84	10	41	1051
Total demand %	64.32	0.76	8.75	1.90	4.00	2.47	4.95	7.99	0.95	3.90	100.00
Council lettings (GR)	258	2	23	4	11	4	13	27	1	11	354
Council lettings (TR)	41	0	3	1	1	0	2	0	0	1	49
Accepted nominations	88	0	6	4	5	1	4	5		3	116
Total lettings	387	2	32	9	17	5	19	32	1	15	519
Total lettings %	74.57	0.39	6.17	1.73	3.28	0.96	3.66	6.17	0.19	2.89	100.00
Success rate	**115.93**	**50.63**	**70.44**	**91.13**	**81.97**	**38.94**	**73.99**	**77.14**	**20.25**	**74.09**	**100.00**

3 bedroom

	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	256	2	58	15	27	16	8	71	3	24	480
Transfer register	179	1	10	5	9	7	7	10	3	7	238
Total demand	435	3	68	20	36	23	15	81	6	31	718
Total demand %	60.58	0.42	9.47	2.79	5.01	3.20	2.09	11.28	0.84	4.32	100.00
Council lettings (GR)	83	0	4	3	16	12	1	17	0	6	142
Council lettings (TR)	42	0	1	1	0	3	1	1	0	0	49
Accepted nominations	44	0	4	1	2	8	1	3		5	68
Total lettings	169	0	9	5	18	23	3	21	0	11	259
Total lettings %	65.25	0.00	3.47	1.93	6.95	8.88	1.16	8.11	0.00	4.25	100.00
Success rate	**107.70**	**0.00**	**36.69**	**69.31**	**138.61**	**277.22**	**55.44**	**71.87**	**0.00**	**98.37**	**100.00**

4 bedroom

	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	34	0	13	6	11	11	2	19	0	9	105
Transfer register	32	0	3	1	5	9	0	2	1	2	55
Total demand	66	0	16	7	16	20	2	21	1	11	160
Total demand %	41.25	0.00	10.00	4.38	10.00	12.50	1.25	13.13	0.63	6.88	100.00
Council lettings (GR)	4	1	0	0	3	2	0	0	0	0	10
Council lettings (TR)	0	0	0	0	0	0	0	0	0	0	0
Accepted nominations	10	0	0	1	0	5	0	2	0	0	18
Total lettings	14	1	0	1	3	7	0	2	0	0	28
Total lettings %	50.00	3.57	0.00	3.57	10.71	25.00	0.00	7.14	0.00	0.00	100.00
Success rate	**121.21**	**-**	**0.00**	**81.63**	**107.14**	**200.00**	**0.00**	**54.42**	**0.00**	**0.00**	**100.00**

5+ bedroom											
	White European	White Eire	White Other/Other European	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese	Black Other	Total
General register	15	0	1	0	5	1	1	6		3	32
Transfer register	12	0	1	0	1	1	1	1	0	0	17
Total demand	27	0	2	0	6	2	2	7	0	3	49
Total demand %	55.10	0.00	4.08	0.00	12.24	4.08	4.08	14.29	0.00	6.12	100.00
Council lettings (GR)	1	0	0	0	0	0	0	0	0	0	1
Council lettings (TR)	1	0	0	0	1	0	0	0	0	0	2
Accepted nominations	5	0	0	1	0	1	0	0	0	0	7
Total lettings	7	0	0	1	1	1	0	0	0	0	10
Total lettings %	70.00	0.00	0.00	10.00	10.00	10.00	0.00	0.00	0.00	0.00	100.00
Success rate	**127.04**	**-**	**0.00**	**-**	**81.67**	**245.00**	**0.00**	**0.00**	**-**	**0.00**	**100.00**