

## Appendix Two

### Black and Minority Ethnic Housing Action Plan 2006 - 2009

Action point no.	What will we do?	When will we do it?	Who will take the lead?	How will we know if we have succeeded?
	<b>Developing a better understanding of the housing situation, needs and aspirations of BME communities</b>			
1	Provide a response to the sub regional research into the needs of Gypsies and Travellers	Start in J March 07 when service development team is in post	SDM	A response highlighting any actions to be taken by OCC to be produced
2	Commission research on the housing circumstances and needs of BME communities. This may include looking at the viability of a volunteer research project using trained members of different communities	07/08	TPM	Feasibility of undertaking such a project is ascertained
3	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	Throughout the plan period	SDM S&RM	Completed projects that allow comparisons to be drawn and any necessary action to be taken
4	Find ways of increasing the number of BME tenants who respond to our tenants' surveys	Throughout the plan period	TPM	Increased response rate so that statistically significant comparisons can be drawn
5	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 using data available from the new system	By March 07	HNM	A completed report, which may include recommendations for action
6	Use a number of ways in which to engage people from black and minority ethnic communities	Throughout the plan period	TPM	Increase in number and diversity of BME people being engaged
7	Review criteria for providing funding to tenants' and residents' associations	January -March 2007	TPM	Completed review
8.	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	Throughout the plan period	TPM	Identification of factors and an action plan to deal with them

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	<b>Ensuring equality of opportunity in services</b>			
9.	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	January – March 2007 and then keep updated	To investigate NP	Pack prepared and distributed. Completed training programme
10	Expand the housing 'surgery' services we provide in community organisations for example the Chinese community group who meet at West Oxford Community Centre who have expressed an interest in this service.	2007/08	TOM/HOM	Increase in the number of surgery sessions
11	Review our interpreting services to ensure that all staff are aware of the LanguageLine service and set out guidelines for when face-to-face interpreters should be provided . Publicise the scheme to potential users	January-March 07	SDM	Completed review and guidelines prepared and disseminated
12	Ensure that the relevant communities are aware that we will carry out certain 'faith-based adaptations' to our homes under the tenant's choice scheme	Include in different forms of publicity throughout the plan period	P&AM	Completed publicity programme
13	Exploit all opportunities to provide social and other low cost housing in areas of traditional BME settlement. Ensure that social housing mix reflects the needs of the communities seeking to live in the areas.	Throughout the plan period	DM	Completed schemes. Reduction and eventual elimination of the disparity applying to social housing lettings to particular BME groups
14	Expand housing association ownership in traditional settlement areas through supporting proposals for acquisition and refurbishment, including our own housing needing high cost work	Throughout the plan period	DM	Completed schemes. Reduction and eventual elimination of the disparity applying to social housing lettings to particular BME groups
15	Together with colleagues and partners, implement a comprehensive strategy to open up new housing opportunities beyond traditional settlement areas	Develop strategy in 2007/08 and implement throughout the plan period	SDM	Completed strategy document with all partners committed to it
16	Provide more information about existing housing options in areas that are not those of traditional settlement	Include in different forms of publicity throughout the plan period	SDM	Completed initiatives

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17	Consider the re-introduction of schemes to provide more larger council homes through loft conversion and extensions	Review options and make budgetary provision October-December 2007	SDM/HAB	Completed review with agreed recommendations
18	Exploit opportunities to redress imbalances in the existing stock by housing association new build	Throughout the plan period	SDM/DM	Reduction and eventual elimination of the disparity applying to social housing lettings to particular BME groups
19	Work with housing association partners, to consider 'group introduction' arrangements when new build schemes are let. This will involve making introductions to new tenants at pre letting stage of new or refurbished developments.	Link to action point 17 – strategy to be developed in 2007/08	SDM	Completed evaluation of the scheme with all partners committed to recommendations
20	Make post-move visit 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	Link to action point 17 – strategy to be developed in 2007/08	SDM/TOM	Scheme introduced
21	Consider funding community organisations that provide local support services, tying funding in to the development of support initiatives for new arrivals in an area	Link to action point 17 – strategy to be developed in 2007/08	SDM	Completed review with agreed recommendations
22	Work with tenants' and residents' associations to ensure they are welcoming to newcomers	Link to action point 17 – strategy to be developed in 2007/08	SDM/TPM	Associations' demonstrating that they are doing this
23	Conduct a comprehensive review of the services we provide for homeless people from BME communities	September 2007-March 2008	HNM	Completed review with all partners committed to the recommendations
24	Work 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	January-March 2007	HNM	Prevention measures in place
25	Investigate the need for an initiative to provide information and access to networks for victims of forced marriage	January-March 2007	OM	Initiative I has been investigated
26	Develop a comprehensive homelessness information and publicity service for the community	Include in different forms of publicity throughout the plan period	OM	Service established

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27	Develop an information sharing protocol with NASS to provide early notification of people at risk of homelessness	January-March 2007	OM	Protocol in place
28	Ensure that the choice based lettings scheme takes account of the potential dangers/issues outlined in the BME strategy	Throughout the cbl development phase	HNM	Scheme takes account of the needs of BME communities
29	Make our sheltered housing schemes and other services for older people more accessible to people from BME communities, including: networking with community organisations, ensuring scheme-based staff receive race equality training, building links between particular sheltered schemes with local community organisations, holding open days, continuing efforts to recruit people from BME backgrounds to work in sheltered schemes, including the creation of development opportunities	Work to start in January 2007	SHOP sub group	Increasing levels of take-up of services by BME communities
30	Consider, with our housing association partners, the need for joint promotional activities of services for older people	From Jan 2007	SHOP sub group	Decision made about whether joint activities needed. If they are, existence of a programme of joint activities
31	Monitor the profile of lettings at John Kallie Court.	Throughout the plan period	HNM	Completed monitoring reports
32	Evaluate the guidance and good practice that is available on culturally sensitive design and, in consultation, consider whether we should lay down some basic principles to be adopted for all new social housing	April-June 2007	DM	Report setting out evaluation with agreed recommendations
	<b>Working with partners to ensure that communities are harmonious places in which to live</b>			
33	Carry out a thorough review of our approach to tackling racial harassment	From January 2007	TOM	Completed review and new procedures
34	Ensure that we are represented at a senior level at the multi-agency panel. Encourage housing associations and other appropriate agencies to attend its meetings.	Throughout the plan period	TOM	Completed review and partners are happy with the level of representation

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35	Work with the Oxford Race Equality Council to ensure that comprehensive statistics on housing-related racial harassment are kept and disseminated.	Throughout the plan period	TOM	Regular and comprehensive statistics compiled and circulated to interested organisations
36	Make a particular officer specifically responsible for 'myth busting' work	January 2007	Equality working group	Officer identified and widely known
37	In partnership, develop programmes of social, cultural and sporting activities in our estates to foster involvement of all sections of the community	Throughout the plan period	NRBM	Programmes established
<b>Underpinning activities</b>				
38	Continue to deliver an effective race equality training programme, which staff will be required to attend. Managers and front line staff will be prioritised for the training.	Ongoing through period of plan	L&D TC	All relevant staff trained. Programme for new staff in place
39	Provide race equality training for the leaders of tenants' and residents' associations and for those involved in service user forums	January-December 2007	TPM	All relevant tenants/service users trained.
40	Carry out a review of ethnic monitoring, including giving consideration to the service areas where monitoring should be carried out; methods of, and responsibilities for, analysis and who should receive reports and how often	April-June 2007	SDM	Completed review. Regular monitoring reports produced and circulated
41	Improve our learning from others, including arranging for race equality issues to be discussed on a more regular basis with our partner organisations, taking steps to ensure that relevant issues are discussed at regional and sub regional forums we are represented, considering joining benchmarking and good practice clubs, making it a responsibility of particular officers to identify and share good practice both within and outside the Council	Throughout the plan period	SDM	'Race' items appearing regularly on agendas. Good practice being shared and acted upon

Key (current post holder in brackets)

DM	Development Manager (Steve Northey)
ESM	Elderly Services Manager (Jenny Robinson)
HAB	Housing Advisory Board
HNM	Housing Needs Manager (Dave Scholes)
L&DTC	Learning and Development Training Co-Ordinator (Andy Davice)
NRBM	Neighbourhood Renewal Business Manager (Val Johnson)
OM	Options Manager (Carol Shields)
P&AM	Policy and Asset Manager (Chris Pyle)
SDM	Service Development Manager (Vacant)
S&R BM	Strategy and Review Business Manager (Jan Banfield)
TOM	Tenancy Operations Manager (Simon Price)
TPM	Tenancy Participation Manager (Alison Munro)