



BLACK
LIVES
MATTER



**Deeds Not
Words**

Deeds Not Words

A pledge to end racial inequality in housing

tai pawb

Housing conditions: pledges

- Investigate reasons for overcrowding and worse housing conditions amongst some BAME groups. Start acting on findings.
- Disaggregate ethnicity data in your tenant/service user satisfaction surveys and other tenant/service user surveys. Use other channels to learn about the experiences of BAME tenants/service users. Act on findings

Context

- In Wales **27%** of Bangladeshi, **19.4%** of Black and **18.5%** of Arab households live in overcrowded housing compared to **4.9%** of White British people. (Census 2011)
- Black, Asian and minority ethnic households are also more likely to live in fuel poverty (**20%**) than White households (**9.7%**) (UK Government, 2019).
- Bangladeshi, Pakistani, Black African, Black Other and Mixed White/Black ethnic groups are considerably more likely to have **damp in their houses**; (UK Government, 2019)

"We had a large number of African residents and we had a big meeting with them because they weren't happy. And then when they were finished, all the managers were sitting around saying, 'what are they complaining about, they've just come from huts'."

"As soon as you hit the management level, you see racism spoken openly, whether it's externally with the residents - they'll make assumptions, they'll make pre-judgments on people because of their race, their colour, their religion, their surname," 'Helen' told ITV News.

"And then internally, you get the same sort of treatment to people who are not white British. I remember one of them clearly saying 'I'm not having some black plumber earning more than us managers' because some of our operatives earned more than the managers."

She says the head of repairs used to say: "Well, if they lived like us they wouldn't be overcrowded. You know what these Indians are like, they bulk buy everything so the house is full of stuff"

Council employee, London in ITV's: ITV News investigation exposes racism in social housing sector



Some stories from Wales

Moroccan Woman: Story 6

I have a problem with the Council house. It's been a year since they were supposed to make repairs in the house. They came and did half the wallpaper and said the walls still had damp in them. Till today they haven't given me a time when they will come to fix the house. The state of what they have done so far is terrible. My children can't stand the sight of the house. My youngest doesn't want to live here anymore. There's damp everywhere and in some rooms the wallpaper is peeling off. We've been unable to sleep in the upstairs rooms, so we are sleeping downstairs on the floor.

Bengali Older Woman: Story 5

I am originally from Bangladesh and have had major problems with the Housing Association. There have been some problems with the rent arrears. I have asked Women Connect First to help me and I can't speak English very well and don't understand how I am in this situation. We have asked the Housing Association for evidence to show where I have defaulted the payments. It is very difficult to resolve the matter. I am scared they will throw me out of my house.

Quotes from: BAME Women engagement on the Race Equality Action Plan report.
Women Connect First, Henna Foundation and Hayaat Women's Trust



DNW Baseline: overcrowding

Majority of stock-holding organisations said they had either investigated/were investigating (43.5%) or would do in the future (39%). However 4 organisations (17%) said they had not and did not specify that they are planning to do so.

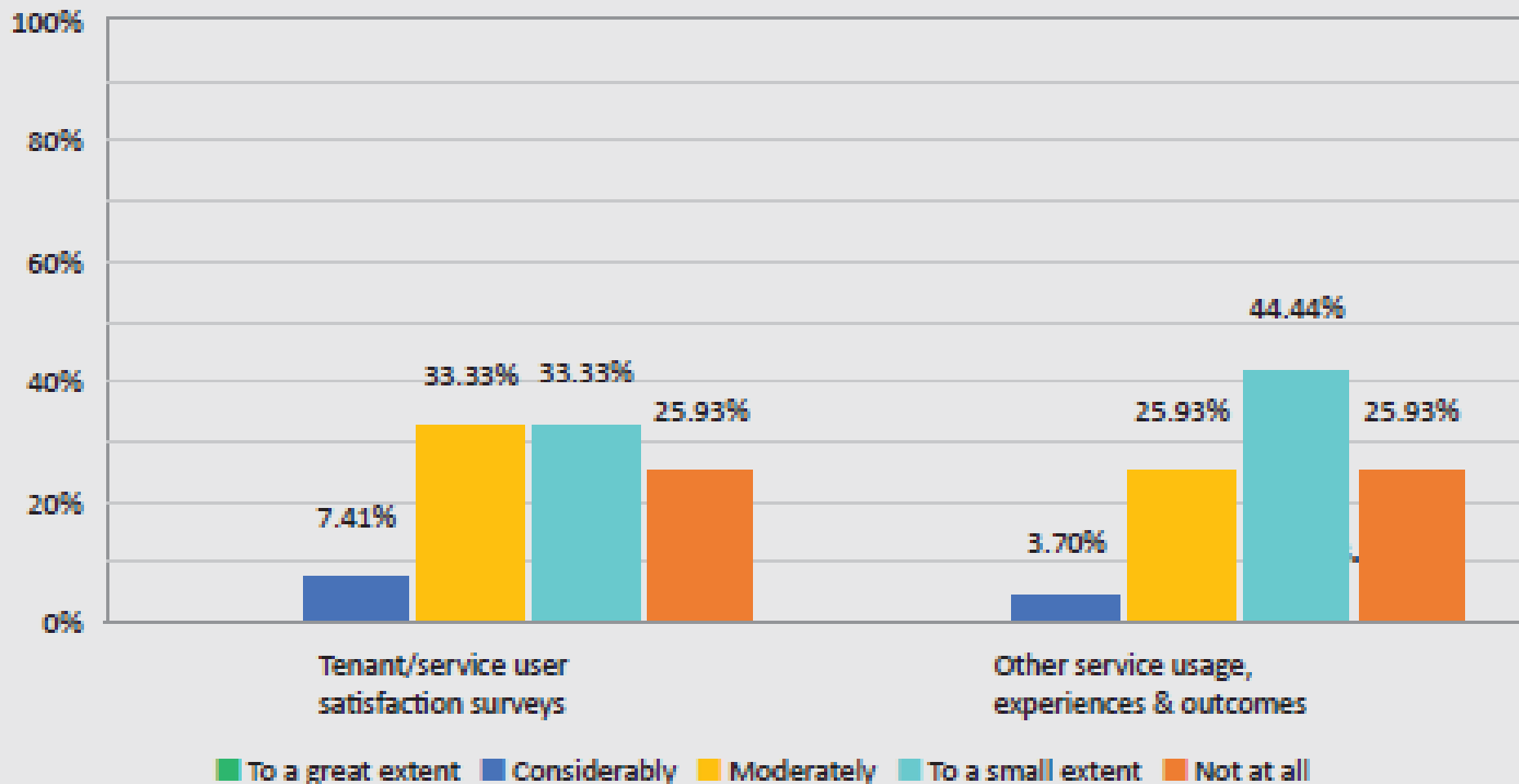


DNW Baseline: overcrowding action



- Prioritisation for transfer
- Investigating as a way of facilitating deeper and informed conversations with the wider community
- Compiling an action plan to address overcrowding, specifically helping those in high need of alternative accommodation
- RSL working together with the local authority and other providers as part of allocations working group
- Using software package to identify a list of addresses where there is the suggestion of overcrowding issues and cross-referencing this with E&D data. Where overcrowding is identified, carefully considering engagement approach.
- TP discussions with members have also highlighted that some have increased targets for bigger properties in their development plans.
- Key issue identified has been the way social housing grant is structured which makes it difficult to build larger properties

DNW Baseline: use of ethnicity data & insights



Baseline: data & insights



- Building systems for better data collection and analysis
- Introduction of 3 stage strategy for customer insights – with stage 1 focused on maximising data collected from residents
- Introducing KPI's on capturing ethnicity data – with discussions on ELT and SLT meetings
- Collection of diversity data with tenant satisfaction and repairs surveys, identifying trends and acting on any differential findings
- One organisation has invested in developing a bespoke system to hold all data relating to individual customers and has recruited a Head of Data. Aligned diversity data questions with the data collected by ONS.
- Involvement strategy where more than 100 residents are invited to share their views and influence decision making
- BAME consultation carried out in 2020/Tenants invited to BLM Zoom meeting
- Reaching out to community groups across area to ask for opinions on the organisation as an employer
- BAME contact group and engagement with local groups (with some considerable examples)

Baseline: accessibility of services

White British and European colleagues had much more positive view of accessibility of their orgs' services.

While only 3% of white British colleagues thought the accessibility of their organisation's services for ethnic minority people was poor or very poor, 16% of people of colour had that view.

