

Publishing Evidence of Compliance – General Equality Duty

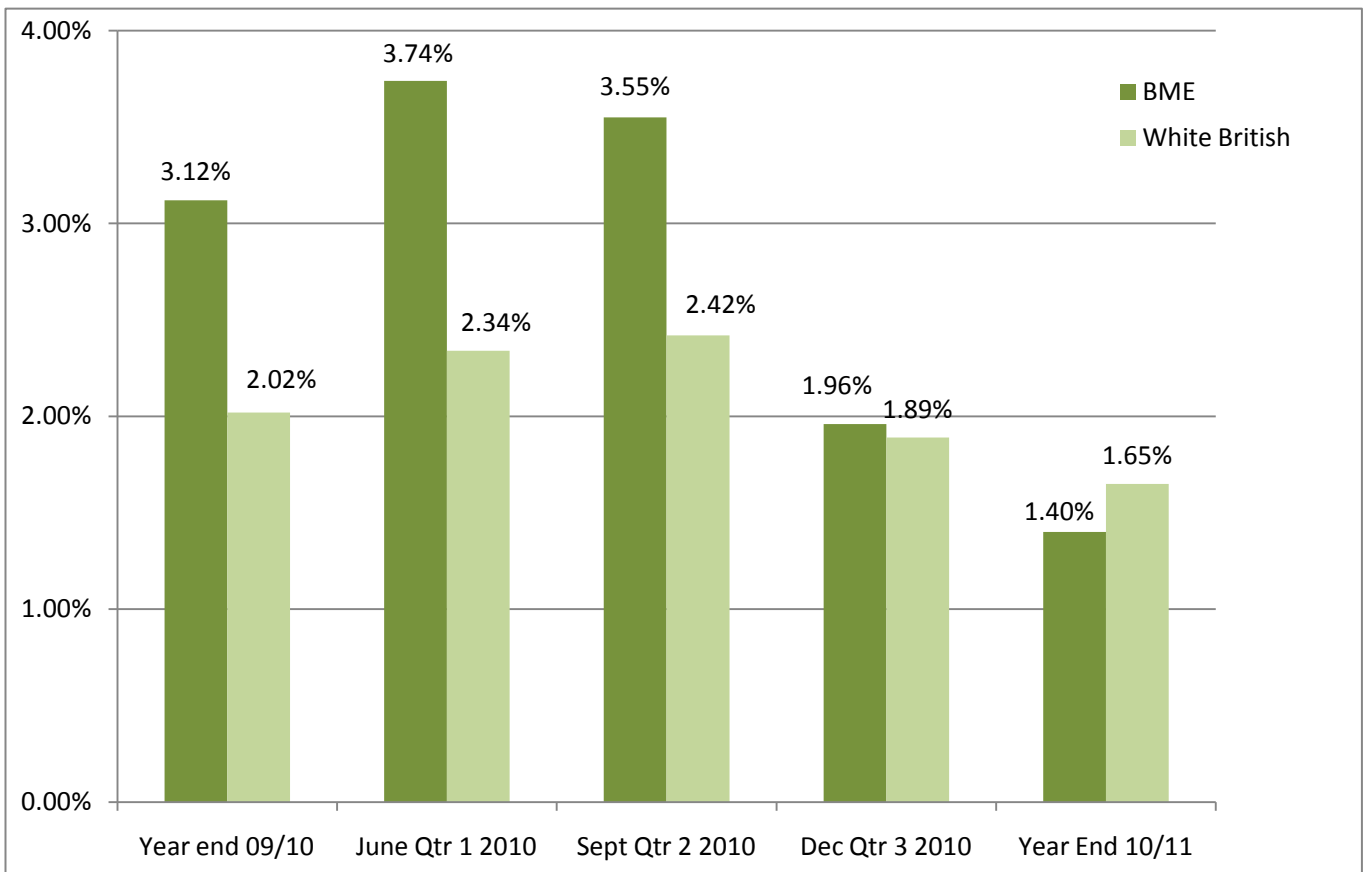
Equality Targets – 2010/11:

Complaints – Stage 3 – (BME / Non BME)

Analysis of complaints received from April 2010 to March 2011, showed that the % of complaints from BME customers proceeding to Stage 3, was higher than non BME.

Target = Reduce the % of BME complaints proceeding to Stage 3 to 1.5% by end of March 2011

% of Complaints from BME clients proceeding to Stage 3 compared to total complaints



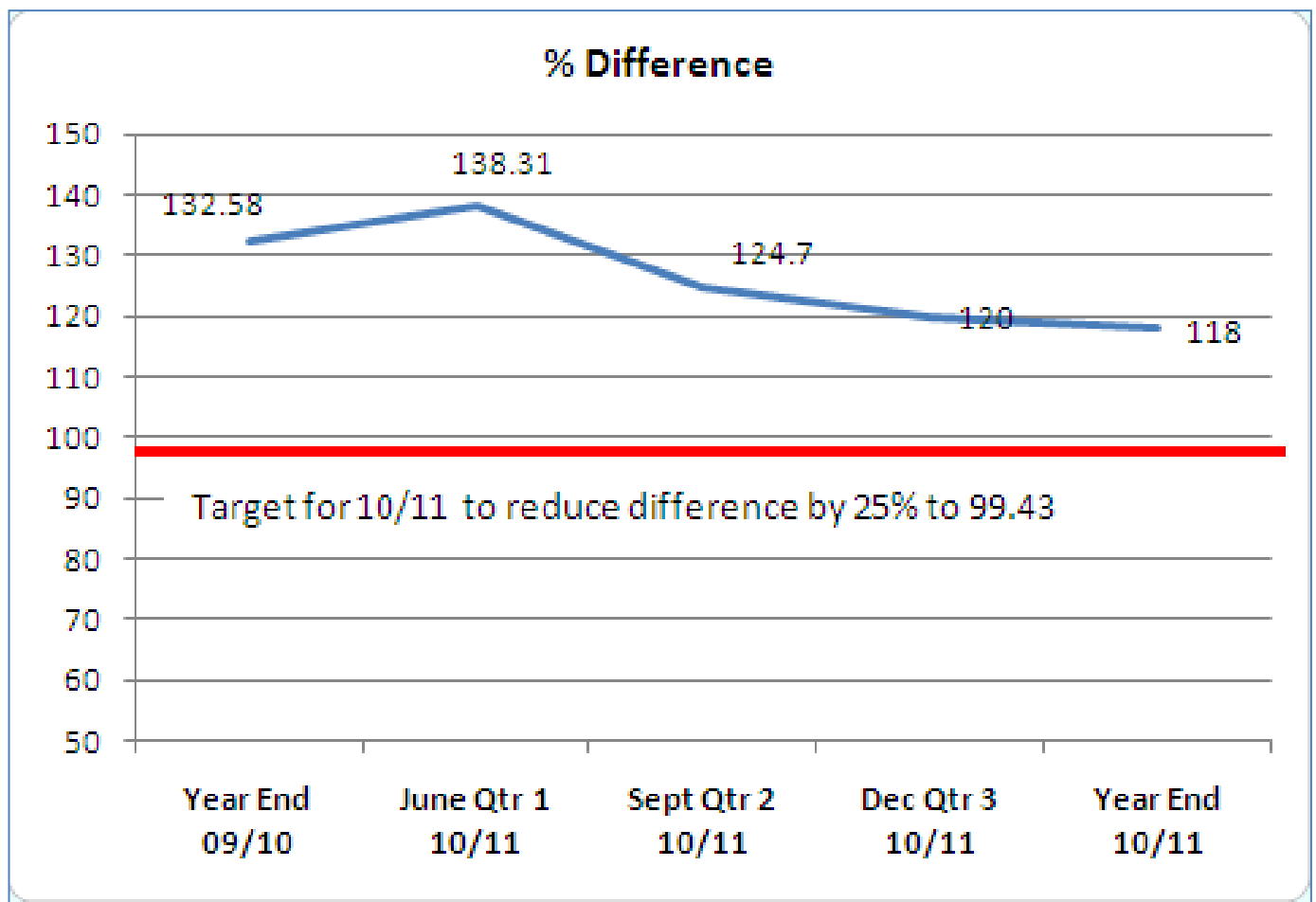
By end of March 2011 the % of complaints from BME customers had reduced from: 3.12 to 1.4% = **target achieved**

Tenants in arrears of 7 weeks or more (BME / Non BME):

Analysis of tenants in rent arrears of 7 weeks or more as at end of March 2010 showed that black or minority ethnic (BME) tenants are more likely to be in arrears.

Target = Reduce the difference between BME and non BME tenants in arrears of 7 weeks or more by 25%.

Difference between BME & White British tenants



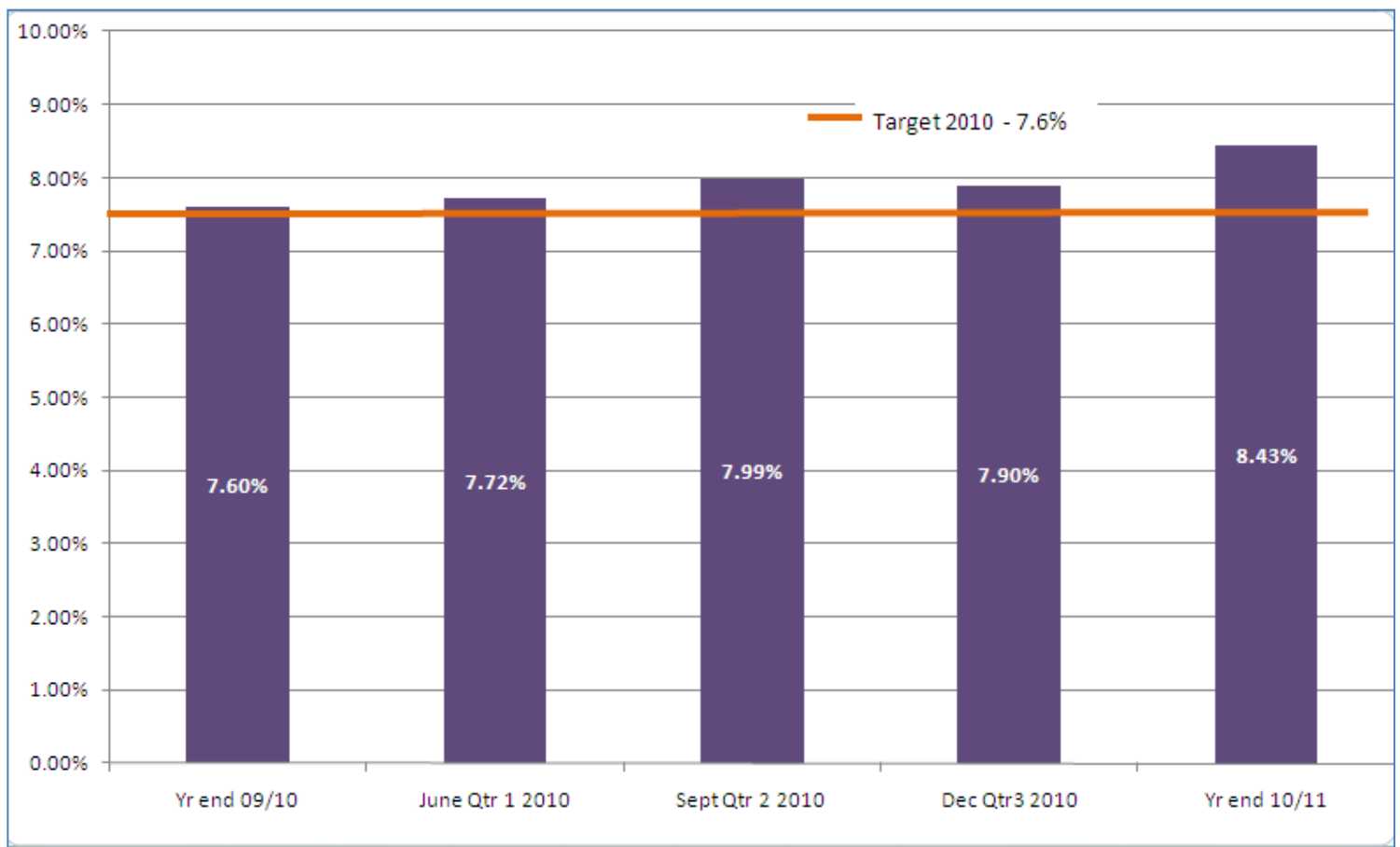
By end of March 2011 the % difference between BME and non BME tenants in arrears of 7 weeks or more had reduced from: 132.58 to 118% = a reduction of 14.58%. The set target was **not met** however a marked improvement was achieved.

Community Alarms and Sheltered Housing Service – (BME / Non BME):

Analysis of customers receiving this service as at end of March 2010 showed that BME tenants were under-represented. A concerted effort had already been made to increase BME representation within this service area therefore:

Target = Maintain the % of BME clients receiving this service which was: 7.6%

% of BME Clients receiving Community Alarms & Sheltered Housing Service



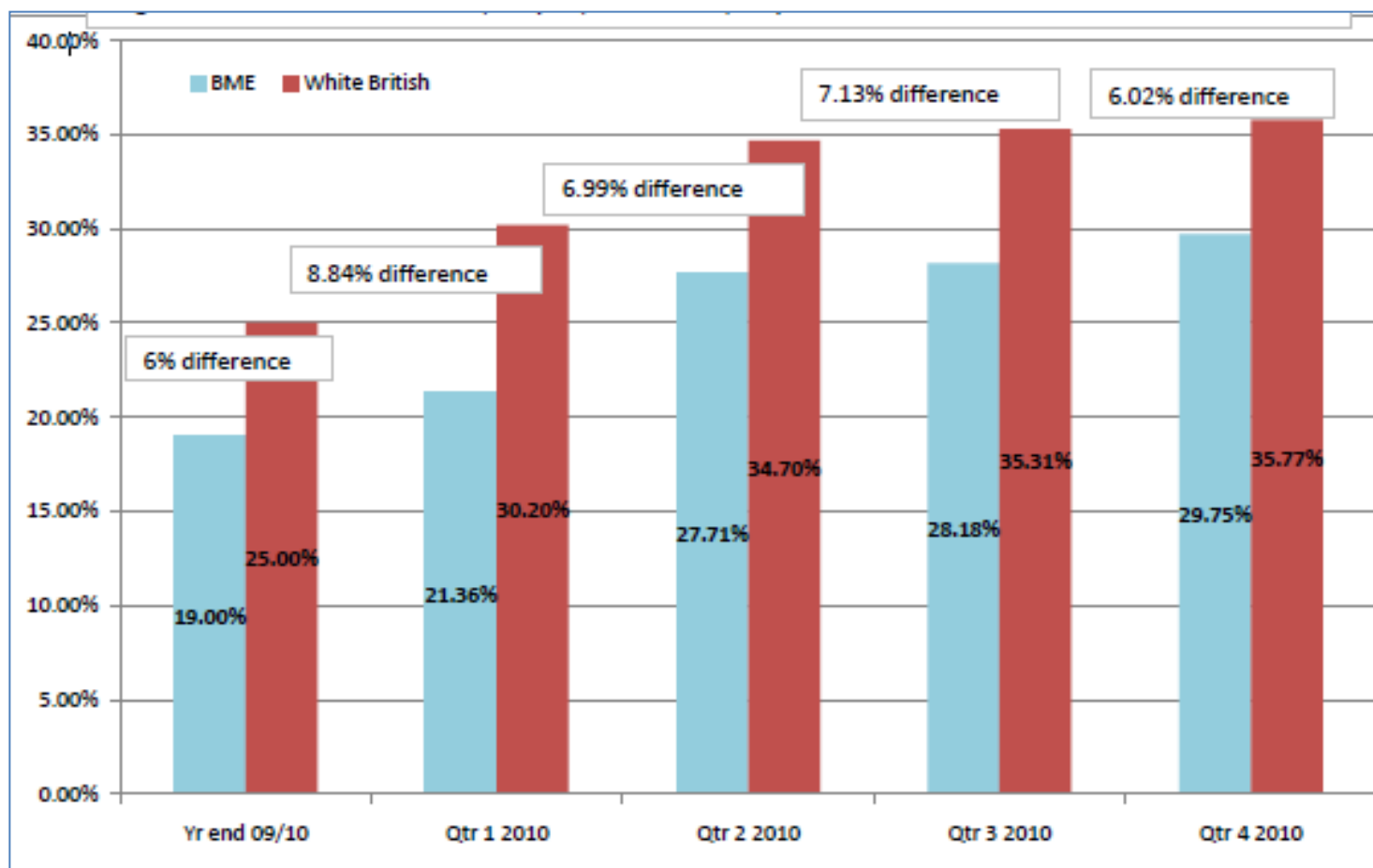
By end of March 2011, the % of BME clients receiving this service had increased to: 8.43%. This was 0.83% above set target

Housing Options – (Successful Homeless Prevention Cases) – (BME / Non BME):

Analysis of applications where homelessness was prevented, showed that the percentage of cases from BME households was lower than non-BME

Target = Reduce the difference from 6% to 4%

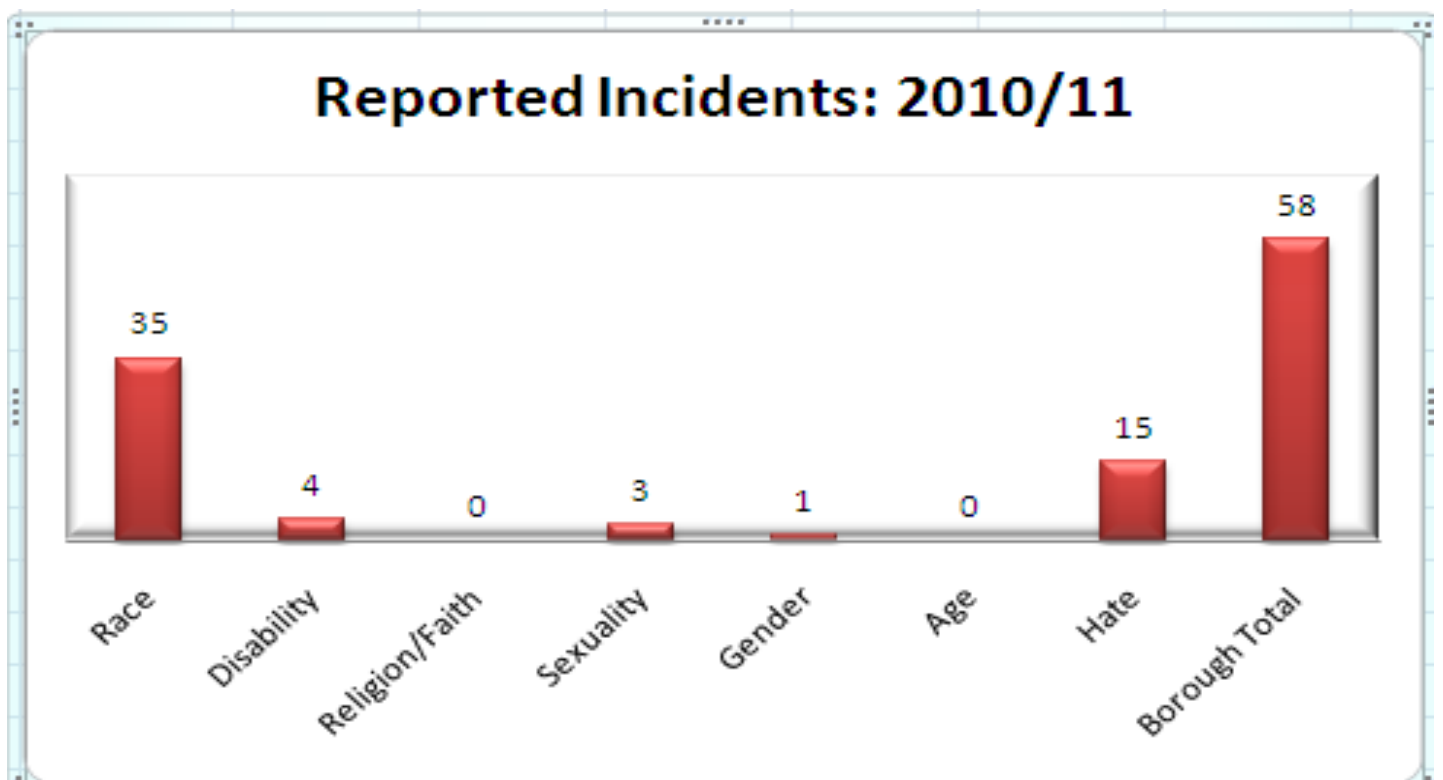
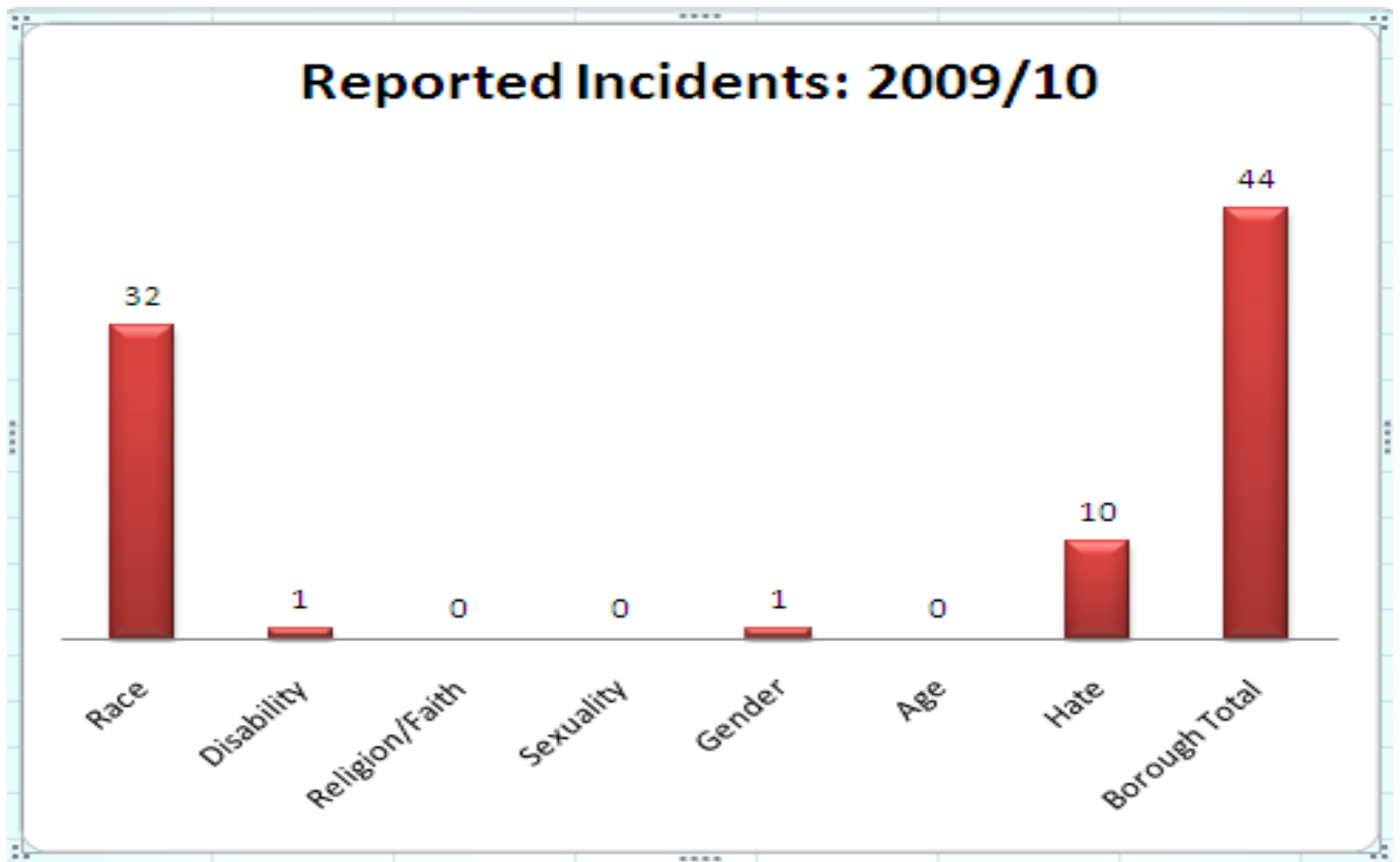
Percentage of successful prevention cases for BME Households



In this instance, the set target was **not achieved** by end of March 2011

General Information / Evidence:

Harassment / Hate Crime Investigation – (All Groups):



Overall Service – Satisfaction – (All Groups):

The STAR survey was posted to a random sample of 5000 tenants and leaseholders during December 2011, with 1604 surveys returned.

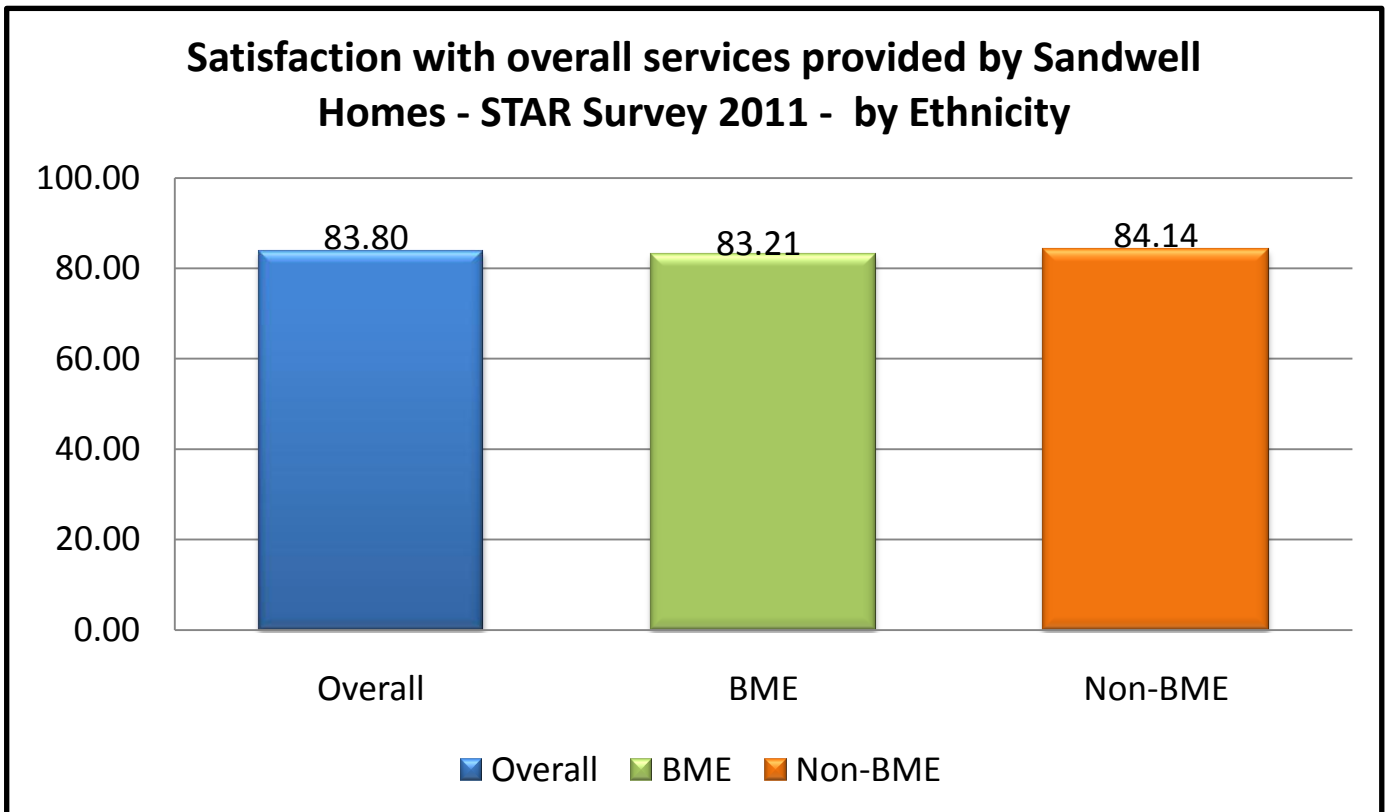
Graphs 1 to 3 show results from the question “Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Sandwell Homes”.

This question has been analysed by each of the protected diversity characteristics, Ethnicity, Sexual Orientation, Gender, Disability, Age, Religion; however due to the small numbers of responses from some of the groups it has not been possible to obtain statistically reliable data to report on.

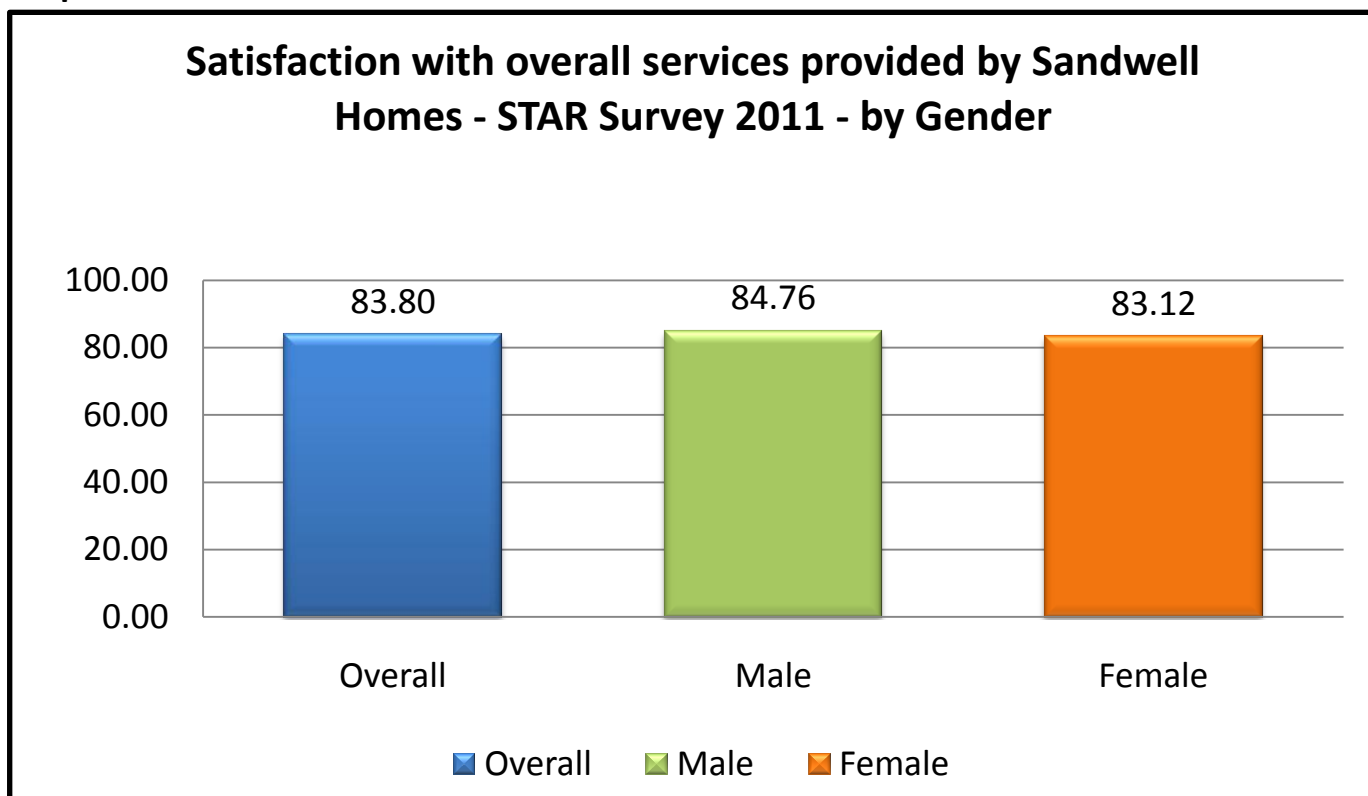
Within the question ‘Please tell us your gender’ an option of trans was given, however there were no responses to this element.

The results show that there are no significant differences in satisfaction levels from the overall responses compared to each of the protected characteristics.

Graph 1



Graph 2



Graph 3

