

GreenSquare Group

RESIDENT INSPECTOR REPORT

ETHNIC AND EUROPEAN MINORITY RESIDENTS

Objectives

The Resident Inspectors undertook a survey of residents from ethnic and European minorities to find out if any had experienced discrimination or harassment as a result of their minority identity.

Method

We decided to restrict this survey to those residents from the above minorities who had taken up tenancies during the year ending 31 December 2012. These amounted to 51 residents (30 from Isis and 21 from Avon and Marden). We approached them via post with a survey questionnaire (attached), drawn up by ourselves, accompanied by a covering letter explaining the purpose of the survey. We asked recipients to complete and return the questionnaire by a specified date.

Of the 51 tenants approached, 11 returned their completed questionnaires, which represents a response rate of 21%. Their answers to the questionnaire are given in the attached *Survey Results*.

Findings

- All save one of the 11 respondents (91%) were happy with the help received from GreenSquare staff when moving into their home. (Q3a)
- Two (18%) felt staff could have done better: one said they had been misinformed about local anti-social behaviour and noise, the other, received no advice on how to use their boiler and mains water tap. (Q3b)
- All the respondents save one (91%) were happy with their neighbourhood. (Q4)
- One expressed concern over noise from a local playground and strangers lurking within the communal areas or building affecting his sense of security. (Q5)
- The majority of respondents (82%) had experienced no problems with their new neighbourhood or neighbours though two of them (18%) had done so. (Q6a)
- The latter two had concerns over, in one case, anti-social misbehaviour involving young people and drugs outside and inside their estate as well as in the local area, and, the other, difficulties with a neighbour on drugs and noise. (Q6b)
- None of the respondents (0%) reported any discrimination or harassment related to their minority identity: only 5 of those had actually answered Q7 while the remaining 6 had omitted to do so. That the latter group, notwithstanding their

omission, had also not experienced such problems can be inferred with some confidence from their answers to the previous question. (Q7)

- One respondent asked for a Resident Inspector to contact them to discuss their concerns. [A Resident Inspector did so via email but received no reply.] (Q8)
- Four respondents offered further information: two to the effect that all was well, another that their neighbourhood was friendly to children and the fourth that he had applied to GreenSquare to be moved elsewhere. (Q9)

Recommendations

We recommend that:

- Housing Officers give extra care and attention to new tenants, especially those from ethnic and European minorities, when moving into their new homes and with particular regard to the use of heating and water systems, other utilities and community facilities.
- A procedure be set up, if one does not already exist, to tell residents what to do if they are subject to discrimination or harassment over their minority identity and, moreover, to raise awareness of this through the Welcome Pack for new tenants, the G2 magazine, other publicity channels and housing officers.
- The Resident Inspectors, mindful of the concerns and findings of this inspection, look at the Welcome Pack and information given to new tenants to check that it meets requirements and is fit for purpose.
- The minority categories used for recording tenant ethnicity be reviewed so as to record European migrants by adding, we suggest, a new category such as 'European' or 'European Union'.
- To treat the findings of this survey with caution due to the small sample size.

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Date: 30 May 2013

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Attached documents:

1. *Survey Questionnaire*

2. *Survey Results*