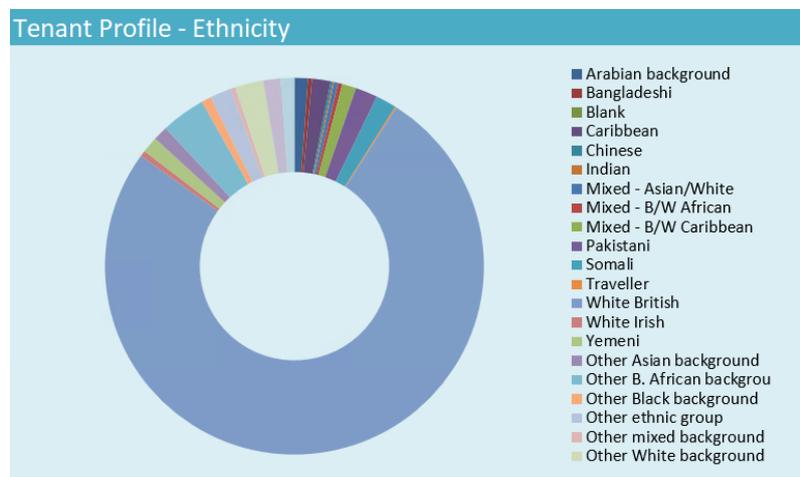


## Sheffield Race Equality Commission - Civic Life & Communities Hearing

### Sheffield City Council – Housing & Neighbourhoods Service - Supporting Evidence

#### 1. Racial inequality and racism in Sheffield that you hold, and which may be of use to the Commission.

Sheffield City Council currently owns around 38,600 council homes. These are home to around 45,000 tenants. We have a good understanding of our tenant profile having collected relevant data from just over 42,000 tenants. The diverse mix of our tenants is shown below:



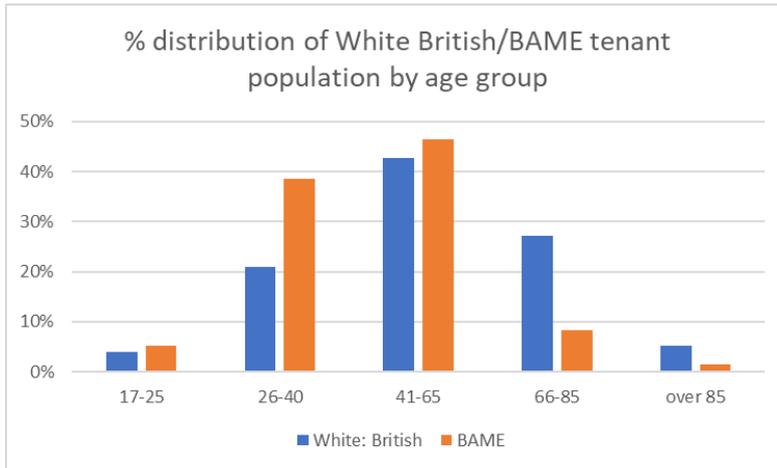
21% of council tenants are from a BAME background. This is slightly higher than the Sheffield population figure of 19%. In certain council housing areas, there are a higher proportion of BAME tenants. E.g., in the Burngreave and Shiregreen neighbourhood areas 50% of tenants are from a BAME background compared to 6% in the North and South East neighbourhood areas.

White British	74%
BAME	21%
Unknown	5%

<https://www.sheffield.gov.uk/home/your-city-council/community-knowledge-profiles>

We can use our community knowledge profiles to better understand our communities including needs, challenges and to help target support and resources.

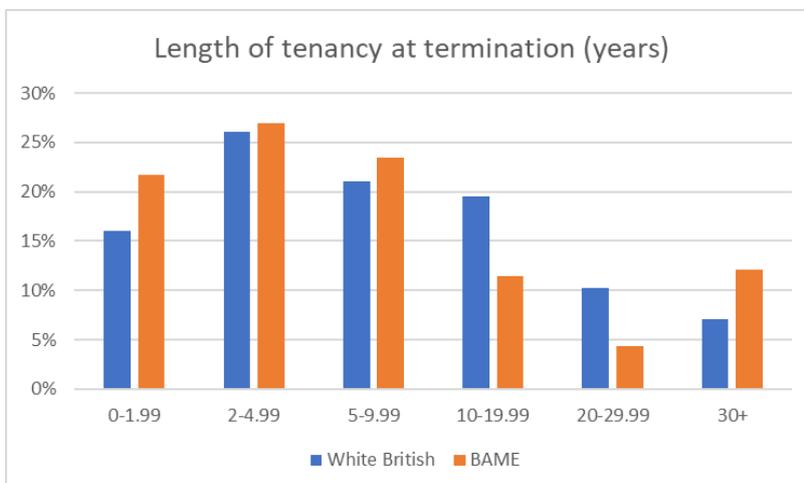
We can also profile our tenants by age, and we have a much higher % of BAME tenants amongst our younger age groups – almost 40% of our BAME tenants are in the 26-40 year old age group compared to just 21% of our White British population. In contrast almost a third of our White British population is over 66 years of age compared to just 10% of our BAME population.



This contrast in the age profile is also reflected in the type of housing occupied by BAME households. BAME households are more likely to be living in flats or maisonettes than in bungalows. Age is likely to be a significant factor in this distribution as younger households are more likely to live in flats. BAME households are much less likely to be living in sheltered or bungalow accommodation.

	White British		BAME	
	Number	Percent	Number	Percent
House	16,579	82%	3,568	18%
Bunglaow	2,513	85%	452	15%
Flat or Maisonette	11,121	70%	4,703	30%
Sheltered	828	93%	61	7%
Other	1	33%	2	67%
<b>Total</b>	<b>31,042</b>		<b>8,786</b>	

BAME households also appear to have slightly shorter tenancies than White British households. The graph shows tenancies terminated for the 12 months to March 2021. This shows a slightly higher proportion of BAME households with shorter tenancies. The proportion of properties terminated over the same period is roughly the same for both White British and BAME households at around 5%



## 2. Institutional approaches to related race equality duties and frameworks.

The depth of our understanding of our tenant profile allows us to monitor the impact that our services have within our communities. We have an extensive programme of customer satisfaction reporting to ensure that our services meet the needs of our customers. The table below shows the comparative satisfaction from White British and BAME households between April 2020 and March 2021

	WBR	BAME	All
Satisfaction with overall service	7.5	7.4	7.5
Satisfaction with quality of home	7.8	7.2	7.6
Satisfied rent value for money	8.4	8.1	8.3
My views are listened to and acted upon	7.2	7.2	7.2
Satisfaction with neighbourhood	7.9	7.6	7.8
Green areas well maintained	7.8	8.0	7.9
Recommend to family and friends	8.3	8.4	8.3
My home is safe and secure	8.4	7.9	8.3
Sheffield Council housing is easy to deal with	7.7	7.5	7.7
Shared areas kept clean	7.4	7.0	7.3

Generally, satisfaction is comparable between both White British and BAME households which indicates that the service being provided to tenants is consistent to all households irrespective of background. There are a few differences highlighted above which could be related to the living circumstances of BAME household with an over concentration in flats and maisonettes.

We also monitor hate crime reporting through our Tenancy Enforcement service. Between April 2020 and March 2021, we had 7 reported hate crimes related to race and ethnicity. We do monitor satisfaction with how customers feel that these cases were dealt with. Customers are contacted by telephone following the closure of their complaint to understand how well we did. The results for the 12 months to March 2021 are shown below. Again, the results are broadly comparable although satisfaction with being kept informed is lower.

	Kept up to date and supported throughout enforcement complaint		Satisfaction with how complaint was dealt with	
	Satisfied with first point of contact about complaint	Satisfied with outcome of enforcement complaint	Satisfied with how complaint was dealt with	Satisfaction with how complaint was dealt with
WBR	7.2	6.9	6.6	6.9
non-WBR	6.9	6.4	6.5	6.6
All	7.2	6.9	6.6	6.8

We do recognise the need as a service to talk to all our customers about their experiences and understand where we can do better. We have recently

undertaken an extensive consultation exercise with tenants to understand their priorities. As part of this work for the first time we undertook some proactive 'booster' work to ensure that the results of the consultation were representative of our tenant population.

**Who took part in the consultation?**

We had 1,183 responses to the survey in total:

- 783 Online surveys
- 400 Telephone surveys
- 1,107 were from council tenants
- 76 were from leaseholders

**Age**

The 55-64 age bracket has the highest response rate in total across both surveys

The 55-64 age bracket also has the highest response rate for the online survey

But the 25-34 age bracket has the highest response rate for the telephone survey.

**Postcode /Area**

We have had the most responses from the S5 postcode (13%)

**Sex**

There has been a slightly higher response rate from females (57%)

**Ethnicity**

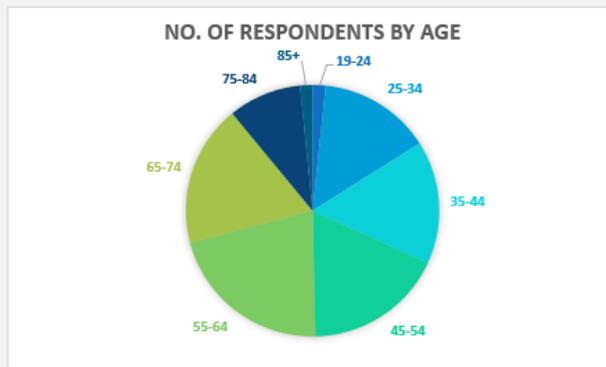
76% are from a White British background

4% are from an Other White Background

11% are from a Black, Asian or minority ethnic background

9% did not answer this question / preferred not to say

We often struggle to get a good spread of age groups involved in consultation. So for this survey we tried hard to make sure all ages had their say. The picture below shows that we managed to achieve this. It shows what proportion of the 1,183 people who took part were in each age group:



During the consultation we were able to proactively monitor demographic information and identified an under representation in responses from younger people and from tenants and leaseholders from a BAME background. By adopting this proactive approach, we were able to use the telephone surveys to boost response rates within those profiles. After 4 weeks of the consultation, we had 9% response rate from tenants from a BAME background and by the end of the survey we had boosted this to 15%.

Analysis of the survey responses showed that priorities were mainly the same regardless of the different tenant make-up such as age and ethnicity. However, by adopting a proactive approach to our data and information we received from our tenants provided a better balance of responses which provided a more represented overview of our tenant base. This is something which we will hope to adopt in future consultations.

**3. Examples of good practice in relation to reducing racism and/or racial inequality (from within the city, elsewhere in the UK, or overseas)**

Racism is something that the housing sector is taking seriously. Recently Inside Housing – the trade publication linked to the Chartered Institute of Housing – has launched a high-profile campaign to highlight issues of racism in social housing

<https://www.insidehousing.co.uk/news/news/inside-housing-launches-new-series-on-racism-and-housing-70799>

Over the coming months this should provide a wealth of material to consider how to best tackle issues related to racism in the social housing sector.

We are also members of Housemark <http://www.housemark.co.uk> which provides us with access to good practice examples of how other organisations work with their BAME communities to tackle issues.