



Board

28 July 2009

Ethnicity Monitoring & YHN Customer profile

Report by Chief Executive

For Decision	Area Implications	Citywide
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<p>Executive Summary</p>	<p>This report provides an overview of the ethnic composition of Newcastle and our tenants as a whole and specific monitoring information on ethnicity and:</p> <ul style="list-style-type: none"> • Lettings • Incidents of racial harassment reported through ARCH (Agencies against Racist Crime and Harassment) <p>Full details are contained in appendix one.</p> <p>Appendix two confirms the need for ongoing collection of this data to ensure we have as comprehensive as possible a picture of our customers needs.</p> <p>Key highlights of this report indicates:</p> <ul style="list-style-type: none"> • The 2001 Census data indicates that Black and Minority Ethnic (BME) communities are underrepresented in our housing stock. On the basis of the census data, Asian or Asian British community groups overall remain underrepresented. • There has been a small increase of registrations received by BME communities of 2%. This suggests that we are serving a city that is continuing to increase in terms of diversity. • The number of registrations received by Asian and Asian British communities decreased in 2008/09 however we allocated the same number of properties as in 2007/08 to applicants from the Asian
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	<p>community.</p> <ul style="list-style-type: none"> • 2008/09 saw an increase in the number of registrations received and allocations made to the Black and Black British community however there is a decrease of lettings made during 2008/09 (11) when compared with 2007/08 (13) from any other Black background category. • On average there was 1 letting every 4.36 registrations received. This is an improvement on 2008/09 data • 2008/09 shows a decrease in reasons for ineligibility (837 registrations) when compared with 2007/08 data (954). With significant improvements in the categories of safer estates, and rent arrears. However the ethnic origin of 3.5% of registrations which were made ineligible was not known, this equates to 34 registrations where the ethnicity of the individual is 'not known'. • In comparison with 2007/08 data (1017) 2008/09 data (881) for priorities made indicates a reduction. The data for 2008/09 also indicates the most common reason cited was 'welfare.' However, in 4.8% of cases the ethnic origin of individuals was 'not known'. • 417 reports of racist incidents were made using the ARCH system for the period ending 31st March 2009. Your Homes Newcastle received 104 referrals from ARCH where the identity of the victim was known to be a YHN customer. • Over the same period YHN investigated 42 cases of reported racist harassment with a view to taking action against an identified perpetrator. • 2008/09 has seen an increase in our number of customers to 28268. when compared with 2007/08 data (27885) • We have 40% of tenancies held by men, whilst just over 59% are held by women. This indicates an increasing number of woman holding tenancies (+5.32%) compared with the census in 2001, a decrease in the number of men (-4.39%) holding tenancies over the same period. • Overall we have made improvements in data collection reduction from 5.5% to
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	3.77% however there are still are significant gaps in the information we hold on our customers relating to certain demographics e.g. sexual orientation, ethnicity and religion and belief.
Recommendations	<p>Board is asked to:</p> <ul style="list-style-type: none"> • note the information in this report; • recommend this report to the Council's Safe, Inclusive, Cohesive and Empowered Overview and Scrutiny Panel for their consideration and further analysis; • make any other comments on the information presented in this report.

Business Implications	
YHN Mission and Strategic Objectives	Support and Care to Communities Three Star Excellent Services A Quality Workforce Refurbishing and Building Homes
Value for Money/Efficiencies	There are no immediate implications for Value for Money. However in using the information contained in this report through the business planning cycle YHN can ensure we provide relevant and effective services.
Resources (financial, property, technological or human)	There are no direct financial implications of this report. Further consideration of the information it contains will require officer time as part of the business planning process and may have future financial implications.
Impact on Services/Performance	Services need to be reviewed and planned in the light of the information the customer profile provides us as part of the business plan.
Outcomes for tenants/leaseholders	As a result of analysing our demographic data we are able to inform service delivery and identify gaps in service provision.
Risk (reputation, relationship)	Compliance with the Commission for Racial Equality's code of practice on Racial Equality in Housing and meeting the requirements of The Diversity KLOE (Key Line of Enquiry) are essential elements of meeting the Audit Commission's model for a 3 star Housing Management organisation. We manage these risks through ensuring the information collected in our customer profile is undertaken and used in a way that impacts upon the services we deliver.

Environmental	There are no immediate environmental implications contained in this report.
Legal Implications	<p>As a public body YHN must comply with key legal requirements in respect of Diversity. These areas include Age discrimination, disability, sexual orientation, gender, race and ethnicity and religious belief. Understanding who our customers are and monitoring outcomes in key areas of service delivery helps us meet these requirements.</p> <p>It is also important to consider the collection, storage and dissemination of data/ information and ensure it is safe and secure in terms of Data Protection Act.</p>
Equality and Diversity	<p>Regular monitoring of the take up of services by different communities is an important element of implementing Your Homes Newcastle's approach to equalities and diversity and is essential to ensuring the development of services that meet the needs of the different communities of the City. Ensuring we are aware of who our customers are and reflecting this in our service planning and provision is central to ensuring we provide relevant services.</p>
Stakeholder Involvement/Consultation (planned or already carried out)	This report should be submitted to Newcastle City Council's Safe, Inclusive, Cohesive and Empowered Overview and Scrutiny Panel for their consideration and further analysis.

Background papers	
	<p>Ethnicity Monitoring Report, Your Homes Newcastle Board: July 2008 YHN Customer profile held by YHN Performance management and Policy Team, 1st April 2009</p>

Contact officers	<p>Simone Doyle, Diversity Manager, extn 24390 Ashleigh Peel extn 26618</p>
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Ethnicity Monitoring & YHN Customer profile

1. Introduction

- 1.1 This report provides Board with updated ethnicity monitoring information for key service delivery areas for the period ending 31st March 2009 with regard to the ethnic composition of our customers and their respective levels of service uptake. Appendix one gives this information.

The report also provides customer details from our customer profile covering their gender, age, ethnicity, religious or faith beliefs, the degree to which they suffer from disability or significant long term illness, and their language preferences. Detailed findings are presented in appendix two.

Board is also asked to consider information regarding the profile of YHN customers based on demographic information collected by YHN thus ensuring that YHN continues to provide services that are relevant to our customers needs.

2. Background

- 2.1 It is a specific requirement of the Commission for Racial Equality Code of Good Practice for Housing that the Board and the City Council receive regular reports on the monitoring of service use by ethnicity. In compiling this information we are monitoring key areas of our service to our customers to identify any areas of imbalance or barriers to equal access to our services regardless of their ethnic background.
- 2.2 The Audit Commission Diversity KLOE sets out the model of an excellent Housing organisation. It is clear from this that YHN must ensure that not only do we collect the relevant information on who our customers are, how this matches with the demographic profile of the City, but that we use this information to inform our services and ensure they continue to be relevant to the communities we serve.
- 2.3 Whilst this report focuses upon key areas of service delivery and access by our customers to our services, work continues to develop Your Homes Newcastle's role as a substantial employer to ensure we achieve a workforce that is representative of the City's community.

3. Recommendations

Board is asked to:

- note the information in this report;
- recommend this report to the council's Safe, Inclusive, Cohesive and Empowered Overview and Scrutiny Panel for their consideration and further analysis;
- make any other comments on the information presented in this report.

Appendix 1 - Your Homes Newcastle Ethnic Monitoring Report April 2008 until 31st March 2009.

1. Introduction

The purpose of this report is to provide board with information on the ethnic composition of our tenant population and service uptake data.

The appendix has the following main sections:

- Overview of ethnicity
- Lettings and ethnicity
- Incidents of racial harassment reports (ARCH)

2. Overview of Ethnicity

The data in Table 1 has been taken from the 2001 Census and provides an indicative assessment of our tenant's ethnic profile.

Table 1: 2001 Census data compared to current tenant profile

Ethnic Origin - Grouped	Census data 2001		YHN Customer profile	% difference 2001 census (whole popN) and YHN data 2009
	Newcastle Population (%) ^[1]	Rented from Council (%)	YHN March 2009- %*	
White	93.10	96.70	93.08	-0.02
Mixed	0.90	0.80	0.76	-0.14
Asian and Asian British - Indian	1.20	0.20	0.15	-1.05
Asian and Asian British - Pakistani	1.90	0.60	0.22	-1.68
Asian and Asian British - Bangladeshi	1.00	1.10	0.69	-0.31
Any other Asian background	0.30	0.10	0.68	0.38
Black or Black British - Caribbean	0.00	0.00	0.10	0.09
Black or Black British - African	0.30	0.20	1.45	1.15
Any other Black background	0.00	0.00	0.28	1.28
Chinese or other ethnic group	1.20	0.40	1.10	-0.01
Not known			1.49	
Total	100.00	100.00	100.00	

* Percentages shown reflect the proportion of tenants who have told us their ethnic origin - that is those for whom we do not have ethnicity details are not included in the calculation.

¹

Census data taken from Ethnicity North East, 2001 Census, ONS

The census data indicates that the BME population is underrepresented in our housing stock. The total BME population as a percentage of the total for the City as a whole is 6.9%. This compares to 5.04% of people living in YHN's homes. Asian or Asian British community groups are particularly underrepresented in the census data. Asian or Asian British groups account

for 4.4% of the total for the City as a whole compared to 1.61% of people living in YHN's homes.

3 Lettings and Ethnicity

The data in table 2 shows the total number of registrations received across all our outlets between 1st April 2008 and 31st March 2009 and compares them with the period 2007/08.

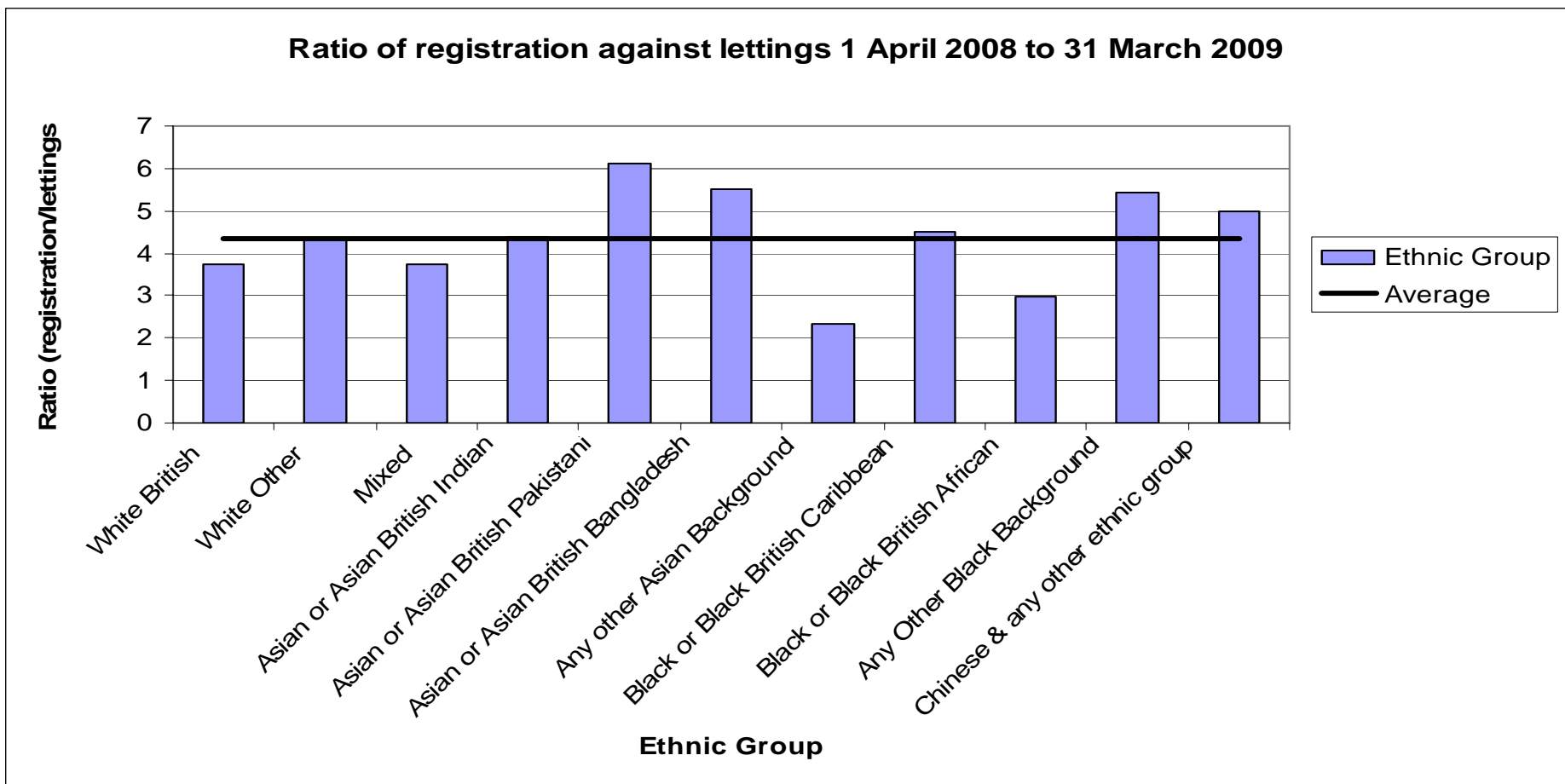
Table 2: Total number of registrations received from 1 April 2008 and 31st March 2009, compared to the same period in 2007/08.

Ethnic Origin (Where origin known)	Registrations made 2007/08	% Full year 2007/08	Registrations made 2008/09	% Full year 2008/09	+/- % variation 2007/08 to 2008/09
White British	8823	80.27%	7584	79.63%	-4.92%
White Other	493	4.49%	401	4.21%	-0.51%
Mixed	168	1.53%	135	1.42%	-0.19%
Asian or Asian British Indian	29	0.26%	35	0.37%	+0.09%
Asian or Asian British Pakistani	75	0.68%	91	0.96%	+0.24%
Asian or Asian British Bangladesh	127	1.16%	110	1.15%	-0.07%
Any other Asian Background	134	1.22%	84	0.88%	-0.4%
Black or Black British Caribbean	15	0.14%	27	0.28%	+0.14%
Black or Black British African	301	2.74%	339	3.56%	+0.68%
Any other Black Background	55	0.50%	60	0.63%	+0.1%
Chinese and any other ethnic group	215	1.96%	229	2.40%	+0.34%
Not Known	556	5.05%	359	3.77%	-1.56%
Sub Total - Ethnic Origin Known	10435	94.94%	9165	96.23%	+1.29%
Total	10991	100%	9524	99.26%	

- The category White Other includes small but potentially significant numbers of applicants describing themselves as White Western European, White Turkish/ Turkish Cypriot, White Eastern European and White and other backgrounds such as White Irish or White Greek.
- The category Chinese and other ethnic groups includes registrations from a number of communities not covered elsewhere within an identified ethnic category. These include Afghan, Iraqi, Iranian, Kurdish and Arab.
- The category Not Known includes registrations from applicants that did not want to disclose their ethnicity, and those that did not complete that part of the registration. Only 48 registrations were received where the applicant had not completed their ethnic origin.

Table 3: Total number of lettings between 1 April 2008 and 31 March 2009 compared to the same period 2007/08.

Ethnic Origin (Where origin known)	Number of lettings made 2007/08	% Full year 2007/08	Number of lettings made 2008/09	% Full year 2008/09	+/- % variation 2007/08 to 2008/09
White British	2281	82.50%	2030	79.64%	-2.86%
White Other	108	3.9%	93	3.65%	-0.25%
Mixed	41	1.48%	36	1.41%	-0.07%
Asian or Asian British Indian	6	0.22%	8	0.31%	+0.09%
Asian or Asian British Pakistani	9	0.33%	15	0.59%	+0.26%
Asian or Asian British Bangladesh	34	1.23%	20	0.79%	-0.44%
Any other Asian Background	30	1.08%	36	1.41%	+0.33%
Black or Black British Caribbean	6	0.22%	6	0.24%	+0.02%
Black or Black British African	73	2.64%	114	4.47%	+1.83%
Any other Black Background	13	0.47%	11	0.43%	-0.04%
Chinese and any other ethnic group	34	1.23%	60	2.35%	+1.12%
Not Known	130	4.70%	120	4.71%	+0.01%
Sub Total – Ethnic Origin Known	2635	95.30%	2429	95.29%	-0.01%
Total	2765	100%	2549	100%	



The above graph shows the ratio of registrations against lettings for all ethnic groups. The average is depicted by the black line running across the chart. On average there was 1 letting to every 4.36 registrations received. Ethnic groups which are above the black line had a higher number of registrations per letting than average.

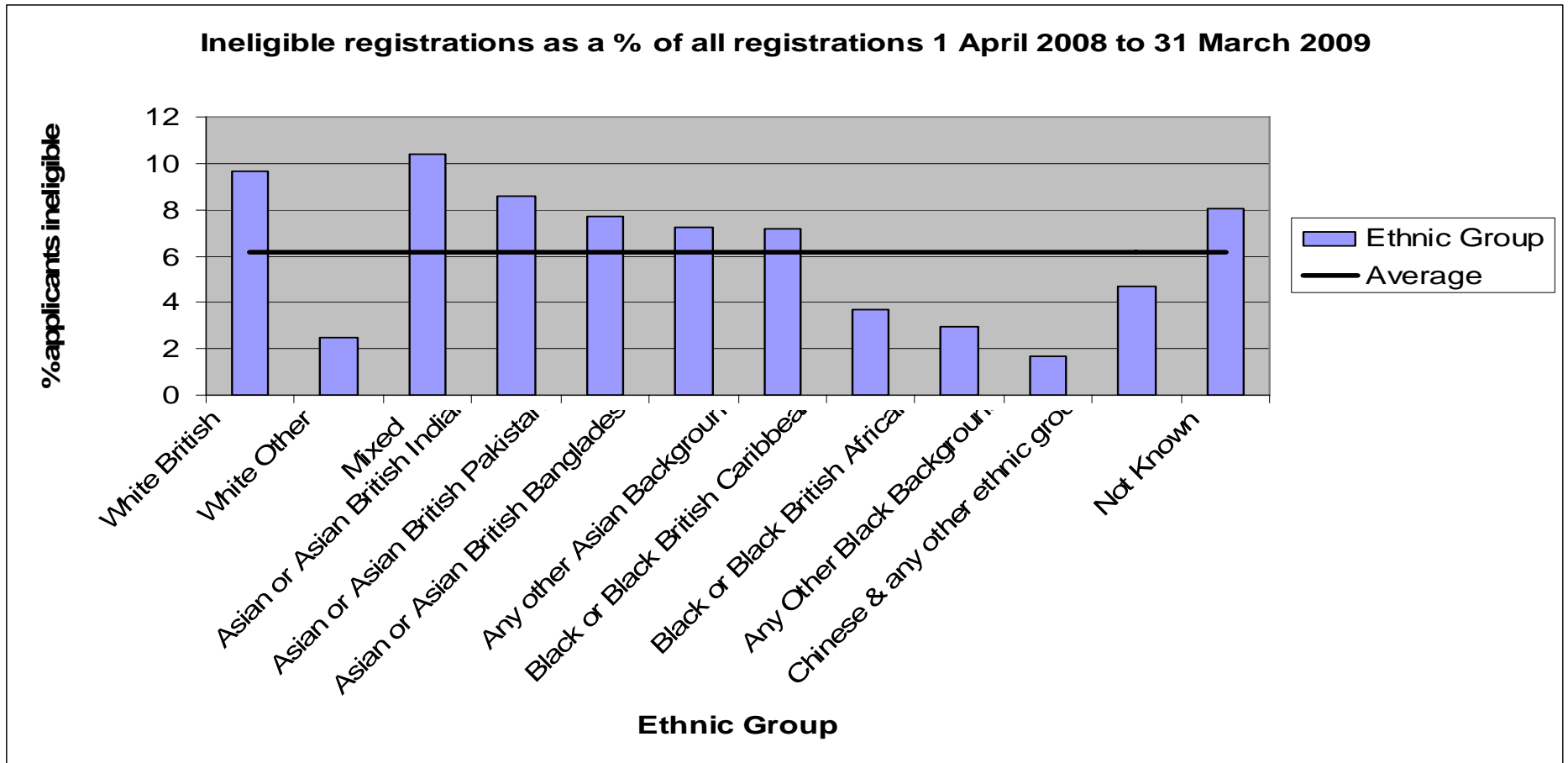
Table 4: Total number of registrations made ineligible from 1 April 2008 to 31 March 2009 by ethnic origin and reason.

Ethnic Origin	White British	White Other	Mixed	Asian or Asian British Indian	Asian or Asian British Pakistani	Asian or Asian British Bangladesh	Any other Asian Background	Black or Black British Caribbean	Black or Black British African	Any other Black Background	Chinese or any other Ethnic Group
% of known (803 registrations)	90.8%	1.2%	1.7%	0.4%	0.9%	1.0%	0.7%	0.1%	1.2%	0.1%	1.7%
% of all including unknown (837 registrations)	87.7%	1.2%	1.7%	0.4%	0.8%	1.0%	0.7%	0.1%	1.2%	0.1%	1.7%

- The ethnic origin of **3.5%** of registrations which were made ineligible was **not known**.
- This equates to 34 registrations where the ethnicity of the individual is 'not known'.

Reason for ineligibility	Breach of Tenancy	Current Rent Arrears	Former Tenant Arrears	Immigration Reasons	Safer Estates	Other
% of total (837 registrations)	1.8%	25.7%	28.6%	3.7%	29.0%	11.2%

- The category 'other' contains registrations that were made ineligible because of Anti-Social Behaviour, failed to respond, found own accommodation, damage to property, rechargeable works, under 18 & management let agreed.
- The category for 'Safer Estates' contains registrations that were made ineligible because of arrestable offences and unlawful activity.

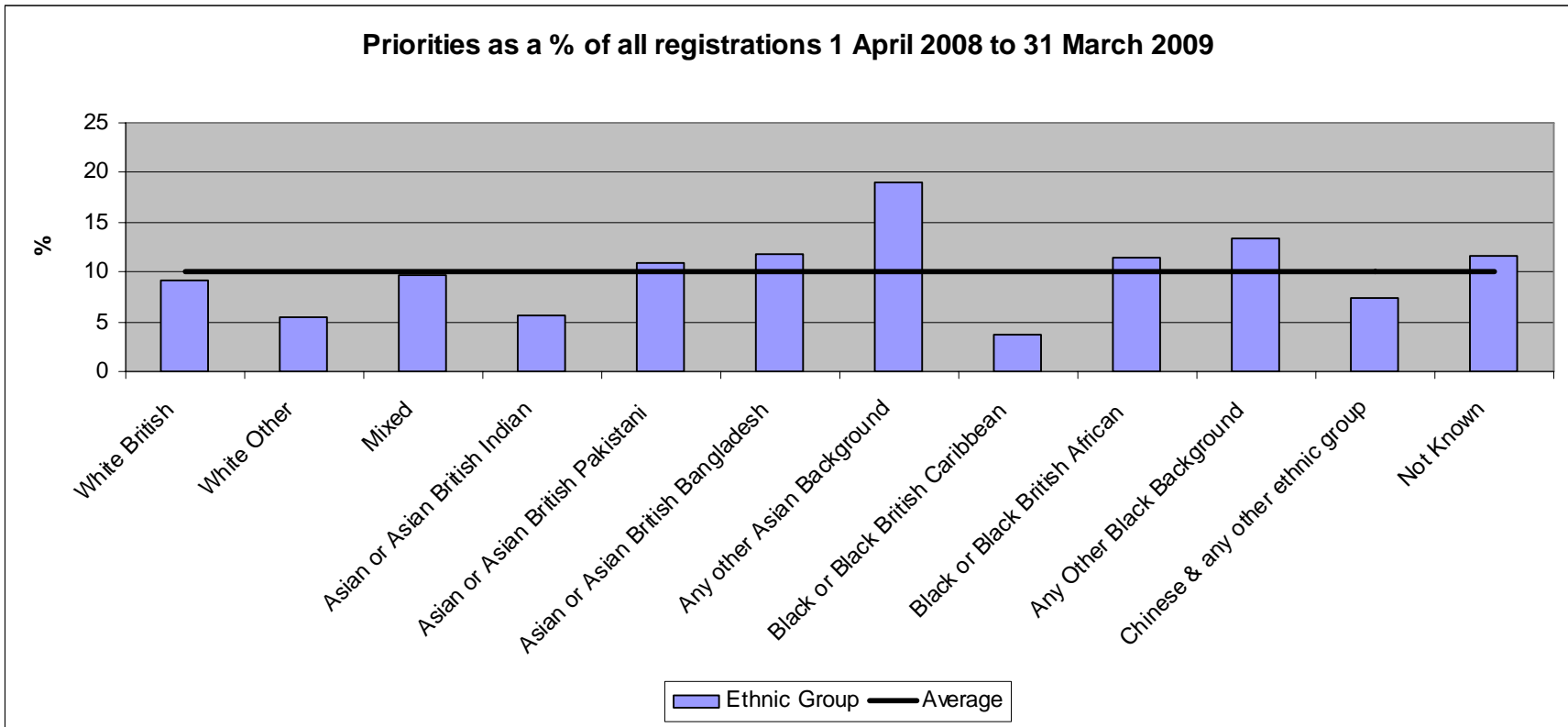


The above graph shows ineligible registrations as a percentage of total registrations by ethnic group. The average percentage is shown by the black line. Ethnic groups that are above the black line have a higher percentage of ineligible registrations than average.

Table 5: Breakdown of priorities awarded by ethnicity from 1 April 2008 to 31 March 2009 by category according to ethnicity type

Ethnic Origin/ Backgrounds	Clearance	Domestic Violence/ Abuse	Hardship Reason	Harass- ment	Homeless	Medical	Racial Harass- ment	Statutory Over- crowding	Welfare	Un-sanitary Conditions	Total
White/ White Other	1.2%	9.9%	0.5%	5.3%	16.9%	21.8%	0.3%	1.1%	23.8%	0.2%	81.2%
Mixed	0%	0%	0%	0.1%	0.7%	0.3%	0%	0%	0.3%	0%	1.5%
All Asian/ Asian British	0%	0.5%	0%	0.1%	2.3%	0.8%	0.1%	0.1%	0.8%	0%	4.7%
Black/Black British	0%	0.2%	0%	0.1%	1.1%	0.2%	0.1%	0.1%	3.5%	0%	5.4%
Chinese or any other Ethnic Group	0%	0.1%	0%	0.1%	0.6%	0.2%	0%	0%	1.5%	0%	2.5%
Not Known	0%	0.6%	0.1%	0.3%	1.2%	0.9%	0%	0.2%	1.4%	0%	4.8%
Sub Total – Ethnic Origin Known	1.2%	10.7%	0.5%	5.8%	21.6	23.4%	0.6%	1.4%	30.0%	0.2%	95.2%
Total	1.2%	11.2%	0.6%	6.1%	22.8%	24.3%	0.6%	1.6%	31.3%	0.2%	100

- The above table shows the total number of priorities awarded, and the reasons for the award broken down by ethnic background for the period 1 April 2008 to 31 March 2009. the most common reason cited was ‘welfare.’
- In 4.8% of cases the ethnic origin of individuals was ‘not known’.
- There were 881 priority cases awarded throughout 2008-09. Ethnicity categories have been aggregated due to the low numbers in particular ethnic groups.



This graph shows the priorities as a percentage of total registrations by ethnic group. The average percentage is depicted by the black line. Ethnic groups that are above the black line received a higher percentage of priorities than average.

5 Incidents of racial harassment reports – Agencies against Racist Crime and Harassment (ARCH)

For the period between **1st April 2008 to 31st March 2009** ARCH received 417 reports of incidents. We received 104 referrals from ARCH for information and investigation. Table 6 shows the nature of the reported incidents (more than one type of harassment can be reported), the total percentage of referrals made by ARCH to Your Homes Newcastle during the period. The report also gives details and actions taken on the number of cases that currently under investigation with a view to tenancy enforcement action by HASBET.

Table 6: ARCH incident reports – types of racist harassment reported 1st April 2008 - 31st March 2009

Type of harassment/abuse	% of total
Verbal abuse ie name calling, insults	37.4%
Threatening Behaviour e.g. intimidation, aggression	25.7%
Criminal damage e.g. to personal belongings, buildings, vehicles	13.7%
Physical attack on person	12.9%
Other	3.1%
Offensive graffiti	2.6%
Written/printed material e.g. leaflets, letters, fly posting	2.4%
Threatening phone calls and texts	0.7%
Arson/attempted arson	0.5%
Offensive language (not aimed at anyone)	0.2%
Cyber bullying e.g. email, msn, social networks, videoing	0.2%
Deliberately outed or threat of outing	0.2%
Left out of excluded	0.2%
Total	100%

In addition, there were 104 incidents where the details of the victim or the perpetrator required further investigation including the possibility of further action being taken by YHN. These totals include cases where the victim is a customer of Your Homes Newcastle but where further action against the perpetrator was not possible as their identity was not known.

The table also includes cases where the referral resulted in further investigation and support being offered to the victim through the local Community Housing Office.

ARCH reports to YHN from April 08 to March 09 – YHN staff responded as follows:

- YHN CHOs responded to 42 ARCH reports (by either interviewing the victim, perpetrator or both, issued diaries etc).
- All identifiable victims received a 'victim's pack from HASBET
- 11 reports were not acted upon as they involved victims in private tenures (however they did receive a 'victim's pack from HASBET – all identified victim's in ARCH reports received a 'victim's pack from HASBET from August 2008 on).
- The remainder were either cases that involved unidentifiable victims, perpetrators or both, or the information on ARCH is incomplete.

Appendix 2

Your Homes Newcastle – Citywide Customer Demographic Profile, 1st April 2009

Introduction

We are continuing to work towards improving our customer demographic profile. The Performance Management and Policy team collate and analyse this information; reports are produced on a monthly basis this helps to inform YHN in the provisions of services that our relevant and addresses the needs of our customers.

Table 1 – Total Households for which YHN holds some demographic details

All YHN Customers

Number of customers 28268 *

*as at 01/04/09

1.1 Table 1 shows the number of households for which Your Homes Newcastle holds demographic data. It is equal to the total number of Your Homes Newcastle current tenants, but excluding applicants for rehousing through YCH the council's allocations scheme and leaseholders. Separate information is also available for Your Choice Homes and leaseholders. As well as the Citywide summary, data can be organised to allow analysis by service and geographical area. Hence separate reports can be produced at a strategic level covering the following services customer base:

- Housing Management Area profile
- Community Housing Office profiles
- Adaptations Service
- Care Services
- Concierge Services
- Newcastle Furniture Service
- Gardening Service
- HASBET
- Right to Buy (customers in a financial year)
- Leasehold Service
- Communications and Language needs overview (these will also be included in the above service specific profiles)
- Customers with Disabilities or Long term limiting illness – by type of disability

This information is used as part of the business and service planning process and in conjunction with Equality Impact assessments to ensure that we provide services appropriate to meet the needs of our customers.

- 1.2 It should be noted in comparing the data held by YHN with Census data, that the Census requires details of all people resident in the city at the date of the census. Therefore, the census totals may be higher for certain groups than YHN's own data. For example, our survey has collected information for those young people who form a separate household. In the census returns, details of all young people are recorded including those resident in another household such as a parents home.

Table 2 – Range and frequency of Demographic detail held by YHN

Details known	count	Percentage
Gender	28200	100%
Age	28268	100%
Ethnicity	22684	80%
Language preference	21580	76%
Disability	27984	99%
Religion / Faith belief	10173	36%
Sexual Orientation	0	0%
% of total	N/A	70%

- 2.1 Table 2 shows the range of data that is held by Your Homes Newcastle for different customer groups. YHN holds data relating to customers demographic details in respect of Gender, Age, ethnicity, language preference, disability and religion or faith belief. The data held ranges from almost 100% i.e. complete information in respect of our customers' gender, age and disability to a 36% response for the religious or faith belief of the customer. We are currently unable to report our count on sexual orientation as we are still analysing this data.

Table 3 – Analysis of YHN customers by Gender including comparison with 2001 census

YHN Data as at March 2009		Census 2001				% Difference	
		Newcastle City all tenures		Newcastle - rented from Council		% difference census and YHN data - all tenures	% difference census and YHN data - council housing
Gender	count	% of total known *	count	%	count	%	
Male	11533	40.90%	125,473	48.35%	32,965	45.29%	-7.45%
Female	16667	59.10%	134,063	51.65%	39,145	53.78%	7.45%
Unknown	68	N/A					
Total	28268	100.00%	259,536	100.00%	72,110	100.00%	

- 3.1 Table 3 shows the breakdown of YHN's/ customers by their gender and compares it to the census data held for the 2001 census. This was collected and analysed eight years ago but remains the most recent citywide information across all housing tenures. YHNs survey data can be directly compared with the detail held in the 2001 census for households renting from the City Council.
- 3.2 Given there is almost complete coverage of our customers' gender details, this shows the change since 2001. At 1st April 2008, it would appear just over 40% of tenancies are 'held' by men whilst just over 59% are 'held' by women. This indicates an increasing number of women holding tenancies (+ 5.32%) compared with the census in 2001, a decrease in the number of men (- 4.39%) holding tenancies over the same period.

Table 4 – Analysis of YHN customers by Age including comparison with 2001 census

	YHN Data as at March 2009				Census 2001					% Difference	
	count	% of total known	By census group	Rank	Age Group	count	%	count	%	% difference census and YHN data - all tenures	% difference census and YHN data - council housing
0 to 15	56	0.20%	0.20%	6							
16 to 24	1910	6.76%	6.84%	5	16 to 24	39,981	18.96%	7,389	14.89%	-12.12%	-8.05%
25 to 34	4426	15.87%	34.91%	1	25 to 44	74,514	35.34%	16,991	34.24%	-0.43%	0.67%
35 to 44	5311	19.04%									
45 to 54	4995	17.91%	31.45%	2	45 to 64	54,974	26.07%	12,930	26.06%	5.38%	5.39 %
55 to 59	1700	6.09%									
60 to 64	2080	7.45%									
65 to 74	3403	12.04%	12.20%	4	65 to 74	21,689	10.29%	6,399	12.90%	1.91%	0.7%
75 plus	4387	15.52%	15.73%	3	75 +	19,681	9.33%	5,913	11.92%	6.40%	-3.81%
Total	28268	100%	100%								

- 4.1 The data collected as part of the YHN survey and the census data for age are not directly comparable. Therefore a much larger number of 16 – 24 year olds appear in the information collected by the census compared with the information collected as part of the YHN survey. This is because the census records the details of all 16 – 24 year olds whether or not they are resident by themselves i.e. they are a householder, or they live with others i.e. as part of the parental or another household. YHN information records details of those households where the tenant falls between the age group 16 24 years. The same is true of all other age groupings.
- 4.2 However, the YHN data does show us:
- The spread of ages and age groupings holding a council tenancy,
 - The need to consider providing services tailored to the needs of different age groups. For example, in conjunction with data on people who are either disabled or who have a significant long term illness, YHN can assess the potential opportunity to extend support services provided through the Community Care Service to vulnerable people to both tenants and non tenants in the city alike and
 - Provides a benchmark against which the age profile of our customers can be measured and future service delivery planned.
- 4.3 In comparison with the 2001 census returns for all housing tenures and for housing rented from the council, there has been decreases in the 45 – 54 and 60 – 64 age range. This could be a combination of Right to Buys, demolitions and the transfer of tenants to RSL's.

Table 5 Analysis of YHN customers by Ethnic background including comparison with 2001 census

Ethnic origin	YHN Data as at 1 st April 2009			Census 2001		% Difference	
	count	Percentage of all customers	Percentage where ethnicity is known	Newcastle City all tenures (%)	Newcastle - rented from Council (%)	% difference census and YHN data - all tenures	% difference census and YHN data - council housing
White	21113	74.69%	93.08%	93.10%	96.70%	-0.02%	-3.62%
Mixed	171	0.60%	0.76%	0.90%	0.80%	-0.14%	-0.04%
Asian & Asian British - Indian	34	0.12%	0.15%	1.20%	0.20%	-1.05%	-0.05%
Asian & Asian British - Pakistani	51	0.18%	0.22%	1.90%	0.60%	-1.68%	-0.38%
Asian & Asian British - Bangladeshi	156	0.55%	0.69%	1.00%	1.10%	-0.31%	0.41%
Any other Asian background	154	0.54%	0.68%	0.30%	0.10%	0.38%	0.58%
Black or Black British - Caribbean	26	0.09%	0.10%	0.00%	0.00%	0.09%	0.09%
Black or Black British - African	330	1.17%	1.45%	0.30%	0.20%	1.15%	1.25%
Any other Black background	64	0.23%	0.28%	0.00%	0.00%	0.28%	0.28%
Chinese or other ethnic group	260	0.92%	1.10%	1.20%	0.40%	-0.1%	0.70%
Not known	5909	20.91%					
Total	28268	100%		100.00%	100.00%		

- 5.1 Table 5 shows a comparison between the data collected as part of the YHN survey, the 2001 census and the differences between the two sets of data.
- 5.2 The number of Asian and Asian British tenants has increased compared to the data contained in the 2001 census.
- 5.3 Together with Appendix 1 the data suggests that Newcastle is becoming increasingly ethnically diverse with a wider range of ethnic backgrounds now being represented in data relating to applications and allocations through Your Choice Homes.
- 5.4 Overall factors which may have also influenced the variations include the level of returns received to date, changes in the population since the collection of Census data, variations in the level of returns between different communities, under responding by different communities, and any variation between the self description of customers supplied for the Census and YHN's own data collection exercise.

Table 6 Analysis of YHN customers with a disability or significant long term limiting illness including comparison with 2001 census

	YHN Data as at 1 st April 2009		Census 2001				% Difference	
			Newcastle City all tenures		Newcastle - rented from Council		% difference census and YHN data - all tenures	% difference census and YHN data - council housing
Disability	count	known %	count	%	count	%	%	%
Yes	4956	17.71	55,963	21.56%	20,844	28.91%	-3.85	-11.20
No	23028	82.29	203,573	78.44%	45,138	62.60%	3.85	19.69
Unknown	0							
Subtotal	27984							
No details shown	284							
Total	28268		259,536	100.00%	72,110	100.00%		

- 6.1 The information contained in this table shows the number of existing YHN customers who have confirmed that they either have a disability or else a significant long term illness. This relies upon the respondent to the survey telling us that this is the case and in instances where there is no response the assumption is made that this is not the case.
- 6.2 There is a significant discrepancy in the totals reported in the 2001 census and the YHN data available in July 2008. As noted earlier the YHN survey relates to the number of households, whilst the census records the details of all people living at addresses rented from the City Council. Consequently, if more than one member of a household indicated that they had a disability or significant illness, this would then contribute to increasing the proportionate levels indicated in the census report.

7 – YHN customers language preference

- 7.1 YHN has received responses from 76 % of our customers indicating their language preference i.e. the language through which they feel most able to communicate with YHN and other organisations.
- 7.2 Of the information gathered to date, 98.47% of those responding indicated that English was their chosen language in which to communicate. In terms of the range of languages used, responses indicate that YHN customers currently use at least 40 different languages as their preferred means of communication.
- 7.3 As well as the languages of more established BME communities, languages such as Arabic, Farsi, French, Kurdish, Portuguese, Polish, Russian and Turkish are spoken by small numbers of YHN customers.
- 7.4 YHN currently provides translation and interpretation services on request, and this information can be used in helping determine the relevance and appropriateness of the service on offer.

8 – YHN customers Religious belief

- 8.1 YHN has received responses from 48.42% of our customers indicating their religious or faith belief. This includes an option for those who do not wish say, or where they do not have any religious or faith belief.
- 8.2 Of the existing responses i.e. where our customers have expressed their religious belief, YHN's customers have indicated that they are predominantly Christian (94.81%) with the second largest category being those with no religious belief (3.38%). 11.13% of respondents declined to give this information.

9 - Benchmarking

- 9.1 The HouseMark benchmarking club has introduced a number of new core indicators for 2009/2010, one of these is the percentage of tenants on whom the landlord has diversity information on age, gender, ethnicity, disability, religious belief and sexuality. When this is available we will be able to compare our data collection success rate with other ALMOs.