

Minority Ethnic Action Plan

Strategic Objective	What do we need to do to make the change?				How will we know things have been improved? What are our performance measures?	How well have we got on? Score progress and ground in evidence										What do we need to do next? Based on how we responded to the previous questions					
	Ref	Action	No	Description		Target Timescale	Performance measures 09/10	Update as at July 2010	Update as at March 2011	Update as at July 2011	Update as at September 2011	As at November 2011	Milestones/ Outputs 10/11	Milestones/ Outputs 11/12	Milestones/ Outputs 12/13	Milestones/ Outputs 13/14	Milestones/ Outputs 14/15	Traffic Light	Action Required	Resources Required	
Objective 1 - Minority Ethnic groups have access to good quality affordable housing that meet their needs culture and lifestyle	1.1	Identify the housing needs of minority ethnic people including migrant workers	1	Set up mobile housing drop-ins within the community	Jun-12	Number of ethnic minorities attending housing surgeries	Ethnic Minority Housing worker regularly sets up surgeries in places of employment and community facilities.	Ongoing	Ongoing	Ongoing	Ongoing	Following MEWG meeting Brian will make Louise aware of any housing areas that would benefit from her expertise	Surgeries well attended and well received by the minority ethnic community	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	G		Continued funding for the MEOW post beyond 2011/12 to be agreed.	
			2	Identify unregistered Houses of Multiple Occupation (HMOs)	Jul-12	Number of unregistered HMOs identified					Employers do not often know what their workers housing circumstances are, - nor are interested generally speaking	Following MEWG meeting Louise to receive an update on Houses of Multiple Occupation (HMOs) from Norman	Encourage tenants in unregistered HMOs to report landlords	Unregistered landlords of HMOs are reported to Aberdeenshire Council.	Unregistered landlords of HMOs are reported to Aberdeenshire Council.	Unregistered landlords of HMOs are reported to Aberdeenshire Council.	Unregistered landlords of HMOs are reported to Aberdeenshire Council.	A		Within existing resources	
			3	Provide appropriate communication support such as telephone interpreting service, where required, to ensure everyone has good access to housing information.	Aug-12	Number of communication support requests met through Language Line and/or face to face interpreters.	Language line has proved very beneficial for overcoming initial language barriers between the minority ethnic people and housing staff. Interpreters are invaluable for more in-depth discussions with clients.	As required	As required	As required	As required	Ongoing	Communication support mechanisms are in place and are readily available	Communication support mechanisms are in place and are readily available	Communication support mechanisms are in place and are readily available	Communication support mechanisms are in place and are readily available	Communication support mechanisms are in place and are readily available	G		Within existing resources	
			4	Provide assistance to those who require help with completing their council housing application forms	Sep-12	Number of council housing applications from Ethnic Minorities	as required	As required	As required	As required	As required	Ongoing	MEOW continues to help as and when required	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	G		Continued funding for the MEOW post beyond 2011/12 to be agreed.	
			5	Housing Officers and front-line staff work towards building relationships and in turn offer a comprehensive service to the Minority Ethnic Community.	Summer 2011		MEOW relieved pressure on front-line housing staff by dealing with cases which are 'time rich' due to language barriers.	In the process of rolling out customer care training to all front line housing staff.		Training courses will be arranged after the summer break. The training course will also cover training on the Prejudice Incidence Recording Forms.	Training courses are well attended and well received.	Feedback forms have been received from those that attended the training. Mandie Mutch has agreed to do some analysis on the replies. Moyra will contact Housing Managers to suggest rolling the training out to all staff that interface with the public e.g. tradesmen.	253 units completed	Number of affordable houses completed	Number of affordable houses completed	Number of affordable houses completed	Number of affordable houses completed	Number of affordable houses completed	G		Within existing resources
	1.2	Develop ways to tackle housing needs identified through the work of the MEOW	6	Increase the provision of affordable housing in Aberdeenshire	Ongoing	Number of affordable houses completed					Feedback through MEOW suggests particular need for 1 bedroom properties in Fraserburgh and Peterhead for migrant workers	The delivery of affordable housing is becoming ever more challenging but the priority is still to deliver social rented housing. The key actions are to continue to deliver social rented housing by maximising existing funding streams and to identify and implement new funding models where appropriate; and to deliver mid market housing in appropriate locations to ensure that it meets identified housing need.	253 units completed	Number of affordable houses completed	Number of affordable houses completed	Number of affordable houses completed	Number of affordable houses completed	A		TBA	
			7	Provide detailed information on Council Housing e.g. relets, waiting lists etc online and in Housing Offices.	Mar-12							CHR scheduled to be up and running May 2012.	Information available on Council website and local housing offices	Information available on Council website and local housing offices	Information available on Council website and local housing offices	Information available on Council website and local housing offices	Information available on Council website and local housing offices	A		Within existing resources	
	1.3	Establish the extent of homelessness and the associated problems within the Minority Ethnic Community	8	Establish the extent of homelessness within the minority ethnic communities		Number of homeless presentations (incl. intentionally homeless). Number of homeless presentations from minority ethnic communities successfully housed.						Following the MEWG Brian will provide a definition of intentionally homeless and provide and update on the actual number of intentionally homeless in Aberdeenshire.						G		Within existing resources	
	1.4	Develop links with Registered Social Landlords (RSLs) and Private Landlords in Aberdeenshire	9	Housing Officers work with the MEOW to combat the practices carried out by Rogue Landlords	As required							Following the MEWG meeting, Louise will contact Mel Booth (Housing Strategy) for information on rogue landlords such as those retaining deposits.		Aberdeenshire Council and RSLs working effectively together	Aberdeenshire Council and RSLs working effectively together	Aberdeenshire Council and RSLs working effectively together	Aberdeenshire Council and RSLs working effectively together	G		Within existing resources	
			10	Work with all partners involved in housing equalities	Ongoing			Maintaining links with the Corporate Equalities Group and Integrate Aberdeenshire.				Ongoing						G	None	Within existing resources	
	1.5	Accommodation and support needs of minority ethnic people are integrated into Local Housing Strategy (LHS) and other appropriate local authority strategies.	11	Ensure appropriate linkages with work undertaken in other Services	Ongoing	Actions relevant to Services within the Council are included within Service Specific Plans	Provided feedback/ updates to the Councils' Housing Strategic Development Officer (Social Inclusion) for inclusion to the Councils' LHS				MEOW has highlighted particular need for Housing Benefit offices to work together with Housing and Homeless offices in regard to benefit entitlements	Ongoing		Housing Benefit offices working effectively with local Council Housing Offices and Homeless Offices	Housing Benefit offices working effectively with local Council Housing Offices and Homeless Offices	Housing Benefit offices working effectively with local Council Housing Offices and Homeless Offices	Housing Benefit offices working effectively with local Council Housing Offices and Homeless Offices	A		Within existing resources	
			12	Consider the future housing needs of the minority ethnic community through the LHS	Sep-11		Consultation with the Ethnic Minority Community was carried out with the help of the Ethnic Minority Forum 31st March 2011.					3 main actions from the Action Plan to be taken forward through the LHS have been agreed: 1 - Identify the housing needs of minority ethnic people including migrant workers 2 - Ensure minority ethnic people and all new comers into the area can access information as the general population to ensure equality access to services 3- Encourage minority ethnic people to report prejudice incidents and discrimination.		The needs of the Minority Ethnic Community are reflected within the LHS.				G	Complete the analysis and writing up of findings.	Within existing resources	
	Objective 2 - People feel safer from antisocial behaviour and experience an improved quality of life	2.1	Reduce risk of harassment, disadvantage and mental health/isolation issues amongst minority ethnic people.	13	Encourage minority ethnic people to report prejudice incidents and discrimination	Ongoing	Number of incidences recorded					PIRFs have still not been formally rolled out by all partner organisations as the memo of understanding has still to be signed by all partners involved.	The outreach work continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	A		Continued funding for the MEOW post beyond 2011/12 to be agreed.	
				14	Encourage the training of Council staff on recording and reporting racist incidents and other hate crimes	Summer 2011	Number of staff trained	Aberdeenshire training to be provided by GREC September 2011.					Following the MEWG meeting Moyra will raise the possibility of members of the Integrate Aberdeenshire Group having PIRF training.		Front-line Housing Staff trained in PIRF.	Front-line Housing Staff continue to encourage members of the minority ethnic community to fill out PIRFs as and when required.	Front-line Housing Staff continue to encourage members of the minority ethnic community to fill out PIRFs as and when required.	Front-line Housing Staff continue to encourage members of the minority ethnic community to fill out PIRFs as and when required.	A		Within existing resources
				15	Provide Equalities Awareness training to council staff.	Training to start before end of 2011	Number of council staff trained on Equalities	Equality video clips scenarios being produced for use. Aberdeenshire Council is working on an Integrated Impact Screening Framework.	Implementation and training on Aberdeenshire Council's Integrated Impact Screening Framework to commence after Management Team approval by end May 2011.	Training deferred. Review of Integrated Impact Screening Framework commenced in line with changes in equality and sustainability legislation.	Preview/editing of Equality video clips	On-going review of Integrated Impact Screening Framework	Ongoing	Completed pilots on Integrated Impact Screening Framework with 37 officers involved/trained across all Council Services	Commence implementation of, and training on, Integrated Impact Screening Framework. Introduce the new equality video training clips	Impact assessment thinking is embedded into Council decision-making process and service design and delivery	Impact assessment thinking is embedded into Council decision-making process and service design and delivery	Impact assessment thinking is embedded into Council decision-making process and service design and delivery	G		Continued funding for the MEOW post beyond 2011/12 to be agreed.

Strategic Objective	What do we need to do to make the change?				How will we know things have been improved? What are our performance measures?	How well have we got on? Score progress and ground in evidence										What do we need to do next? Based on how we responded to the previous questions				
	Ref	Action	No	Description		Target Timescale	Performance measures 09/10	Update as at July 2010	Update as at March 2011	Update as at July 2011	Update as at September 2011	As at November 2011	Milestones/ Outputs 10/11	Milestones/ Outputs 11/12	Milestones/ Outputs 12/13	Milestones/ Outputs 13/14	Milestones/ Outputs 14/15	Traffic Light	Action Required	Resources Required
			16	Work in partnership with specialist support agencies such as SACRO, Grampian Women's Aid, Ethnic Minority Forum (EMF)	Ongoing	N/A				Ongoing	Ongoing		The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	The work of the MEOW continues throughout Aberdeenshire.	G		Continued funding for the MEOW post beyond 2011/12 to be agreed.	
Objective 3 - The integration of minority ethnic groups in Aberdeenshire communities	3.1	Ensure minority ethnic people and all new comers into the area can access information as the general population to ensure equality access to services	17	Integrate Aberdeenshire Group to act as a mechanism for sharing information and intelligence	Ongoing	Number of downloads of the 'Welcome to Aberdeenshire' document.					See No 15.	New "Welcome to Aberdeenshire" handbook completed and placed on Community Planning and Aberdeenshire Community Safety websites. Document continues to be downloaded in all eight languages available.								
			18	Make formal council housing related documentation easier to read and understand	Dec-12		Louise met with Housing Strategy officers to discuss ways in which application forms etc could be redrafted to make it easier to understand for non-English speaking people.					Louise will draft an A5 slip that can be provided with all council housing documentation and correspondence. The format will be similar to the promotional poster of Louise's role with national flags/ languages. Moyra will agree this with Housing Managers.		Information made available in 'easy-read' format.	Information made available in 'easy-read' format.	Information made available in 'easy-read' format.	Information made available in 'easy-read' format.			Within existing resources
	3.2	Ethnic minorities are represented at meetings within the council and with external organisations	19	Ensure Minority Ethnic people are made aware of opportunities to participate and invited, where applicable, to meetings such as Integrate Aberdeenshire.	Ongoing	N/A	Consultation with the Ethnic Minority Community was carried out with the help of the Ethnic Minority Forum 31st March 2011.	All Aberdeenshire tenants have info on tenant participation within the Tenant Handbook. Each household also receives the quarterly Tenants Newsletter.			Sandy to submit an article in the Tenants Newsletter when the A5 Translation sheet is finalised and published. See No 9.		Continue to provide information of relevance to the minority ethnic community.	Continue to provide information of relevance to the minority ethnic community.	Continue to provide information of relevance to the minority ethnic community.	Continue to provide information of relevance to the minority ethnic community.	G		Within existing resources	
			20	Improve representation and consultation of Minority Ethnic people in Aberdeenshire	Ongoing	N/A					Sandy highlighted that we have an issue, not just with Minority Ethnic people joining tenant groups but all tenants in general in Aberdeenshire.						A		Within existing resources	
Completed Actions																				
Objective 1 - Minority ethnic groups have access to good quality affordable housing that meet their needs culture and lifestyle		Ethnic Minorities support needs are integrated into Local Housing Strategy (LHS) and other appropriate local authority strategies.		Identify the scale, distribution and nature of unmet housing need of the Ethnic Community from the findings of the Housing Need and Demand Assessment	Mar-11		HNDA submitted to Centre for Housing Market Analysis 11.3.11, currently awaiting feedback	Aberdeen City and Aberdeenshire Council's joint HNDA was highly praised by the Centre for Housing Market Analysis. Findings from the HNDA will be incorporated within the action plan.				Aberdeen City and Aberdeenshire Council's joint HNDA was highly praised by the Centre for Housing Market Analysis.						G	Completed	Within existing resources
Objective 3 - The integration of minority groups in Aberdeenshire communities		Ensure ethnic minority people and all new comers into the area can access information as the general population to ensure equality access to services		Integrate Aberdeenshire Group to act as a mechanism for sharing information and intelligence		Number of 'Welcome to Aberdeenshire' downloads from website	Involved in the Council's 'Welcome to Aberdeenshire' information pack for migrant workers and other ethnic minorities coming into the area.	Involved in the Council's 'Welcome to Aberdeenshire' information pack for migrant workers and other ethnic minorities coming into the area.				New "Welcome to Aberdeenshire" handbook completed and placed on Community Planning and Aberdeenshire Community Safety websites. Document continues to be downloaded in all eight languages available.						G	Completed	Within existing resources