



St Georges
COMMUNITY HOUSING

St. Georges approach to Community Relations

2009 – 2012

In partnership with



This information is about how our communities can work together. If you need a copy of this translated into another language, in Braille, on CD, or in large print please phone 0 1 2 6 8 4 6 5 2 4 7 or e-mail

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1. Introduction



Board Diversity Champion

One of the biggest challenges we face as a new Arms Length Management Organisation is working with our stakeholders to maintain a cohesive community whilst taking account of the diverse need of residents living in our neighbourhoods. Our approach to Community Cohesion is to identify and offer practical actions that will meet our strategic aims over the next three years.

SGCH will continue to work and strengthen its relationship with Basildon District Council, registered social landlords, contractors, community, voluntary, statutory bodies, tenant and leaseholders in delivering this plan. Our success will be measured according to how this plan reflects:

- Our local housing priorities,
- Community leadership role,
- Tackling high levels of social deprivation in our neighbourhoods,
- Empowering our newly arrived and settled communities in making decisions about their housing provision,
- Bridging cultural and inter-generational gaps resulting from negative perceptions
- Making sure that Community Cohesion is integral to our service delivery.

St. Georges Community Housing is proud to present its first approach to Community Relations. With the full support of the Management board, Committees, staff, residents and partners this will turn our vision of community cohesion into a reality for our neighbourhoods.

2. Defining Community Cohesion

a. National Context

The Bradford, Oldham and Burnley race riots in the summer of 2001 received huge public attention. Consequently the Home Office commissioned a report by Ted Cante in the same year to find out what caused these riots and how they can be prevented in the future. Cante's conclusion was critical of the policies that favoured faith schools, social housing allocations as some of the factors which contribute to people living segregated and 'parallel lives'. The term 'Community Cohesion' was used to describe the long term 'ideal' of integrating these segregated, multi-cultural and disadvantaged community groups within Britain's inner cities.

In 2007 the government welcomed a report by Darra Singh *Our Shared Future*, which re-defined Community Cohesion by offering practical and localised approach to tackling religious extremism, growth in immigration, citizenship and integration. This has shaped regeneration programmes in all local authorities where consultation and involvement of local residents has become the norm. As a result creating sustainable communities have become a pivotal role for all ALMO's and RSL's.

b. Local Context

This definition of Community Cohesion serves two purposes by:

1. Highlighting St Georges role as a housing managing agent
2. Recognising the importance of this definition for local residents.

It highlights the fundamentals of a cohesive community as one in which there is shared responsibilities, understanding and values which are in keeping with *Communities for local government* and Darra Singh report on *Our Shared Future*. It also shows that St Georges is committed to achieving cohesion by working with customers and key partners in the district.

Therefore Community Cohesion is:

When people of different backgrounds live and work together to make positive contributions to the future of their community or neighbourhood. By working together SGCH, our partners, tenants and leaseholders can build trust with each other, creating, maintaining and sharing an understanding of our responsibilities as members of the same community.

3. Understanding the local context of Community Cohesion

a. Historical background

Basildon was named a new town in 1949 with the aim of accommodating residents from overpopulated areas of London's East End. Many of these residents migrated to the new town and over the next 40 years the growth in population outstripped the availability of social housing.

In 1994 the majority of housing stock was transferred from The Commission for New towns to Basildon District Council and the remainder to Basildon Community Housing.

In April 2007 St Georges Community was set up as an arms length management organisation. An arms length management organisation is a not for profit company set up by Basildon District Council to manage its 12,900 homes. SGCH is responsible for 13,600 tenants and leaseholders occupying 11,361 rented, 265 shared ownership and 1,954 leased properties. The ALMO manages 49 sheltered schemes for elderly tenants and leaseholders.

Approximately half of the housing stock is in need of major repairs to meet the government decent homes standard. SGCH is dependent on receiving this decent homes funding in order to progress with major repairs programmes. Should St Georges fail to secure the decent homes funding of £143 million, this is likely to increase resident dissatisfaction with the condition of their homes and the area in which they live.

b. Geographical profile

The table **Figure 1** is a summary based on 15746 records of tenants and leaseholders held about St Georges customers. This information held on Customer Insight database is an indication of the profile of St Georges customers and how future services should be improved and targeted to meet their needs. The challenge is to ensure that SGCH does not marginalise a majority of these customers whilst encouraging and engaging with those that are under-represented in our service take up.

The information is also helpful to St Georges as a way of mapping and monitoring constant changes taking place in the neighbourhoods where tenants and leaseholders live. Using the customer Insight information we can identify 'hotspots' where community tensions arise due to arrears, levels of deprivation and changing economic status, tenure mix based on the higher proportion of residents in social housing compared to the number of residents in privately owned housing and cultural or inter- generational gaps.

The map in **Figure 2** provides an overview of where SGCH rented and leased properties are located across Basildon district. The accompanying table provides a breakdown of the number of rented and leased properties in each ward. The information shows that 85% of St Georges properties are rented properties and 15% are leased properties. Some of the wards will have rented properties owned by Registered Social Landlords whose tenants live alongside those of St Georges.

3. Understanding the local context of Community Cohesion

Some areas will also have residents that are not in rented properties such as Traveller and Gypsy communities living in many of the wards such as Hovefields Avenue, Wickford and Dale Farm, Cray's Hill. According to Basildon District Council Gypsy & Traveller Site Monitoring Report of October 2008, these areas currently have 222 authorised caravan sites and 214 unauthorised caravan sites. We recognise that the Traveller and Gypsy communities are some of the most excluded ethnic groups. We will support the work of Basildon District Council and use guidance from Equality and Human Rights Commission to work with members of these communities, where their housing needs are required.

It's important that SGCH use Customer Insight and linking it to Geographical Information System to map and understand local areas where community tensions develop and what intervention will be required in resolving such tensions. For example the Anti-Social Behaviour team working with the Crime and Disorder Reduction Partnership to solve local crime.

| Equality Strands | Percentage of Tenants and Leaseholders |
|------------------------|---|
| Ethnicity* | BME: 2% WHITE ENGLISH: 64% WHITE IRISH: 1% WHITE OTHER: 1% |
| Gender | FEMALE: 62% MALE: 38% |
| Age | Under 25: 5% 25 – 44: 30% 45- 59: 24% Over 60: 41% |
| Disability | Disability Identified: 14% No Disability: 86% |
| Sexuality* | Heterosexual 38% |
| Religion/Faith* | Christian 34% Other religion (Jewish, Muslim) 1% None 11% |

Figure 1

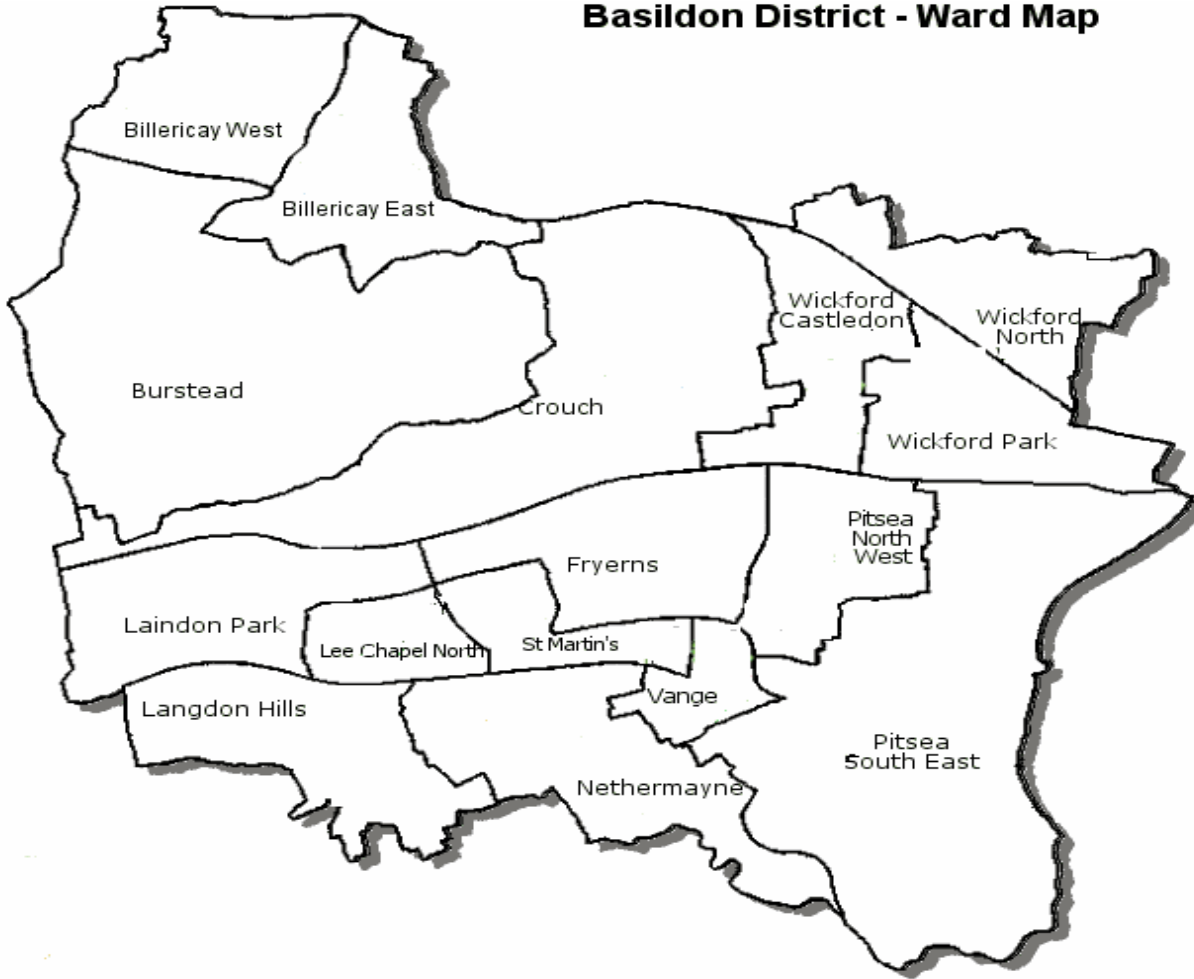
* Please note that the following figures were not included:

- 56% of those asked about their Sexuality who chose to give 'No response,' and 6% that stated 'Prefer not to say.'
- 54% of those asked about their Religion / Faith chose to give 'No response.'
- 32% chose to give 'No response,' to their Ethnicity

3. Understanding the local context of Community Cohesion

3. Understanding the local context of Community Cohesion

Basildon District - Ward Map



| Wards | St Georges properties | Wards | St Georges properties |
|--------------------|-------------------------------|-------------------|-------------------------------|
| Billericay West | Rented – 306 Leased – 32 | Pitsea South East | Rented – 1167 Leased – 178 |
| Burstead | Rented – 317 Leased – 100 | Fryerns | Rented – 1605 Leased – 254 |
| Billericay East | Rented – 72 Leased – 0 | St. Martin's | Rented – 1056 Leased – 239 |
| Crouch | Rented – 224 Leased – 92 | Lee Chapel North | Rented – 1164 Leased – 300 |
| Wickford Castledon | Rented – 141 Leased – 14 | Laindon Park | Rented – 1282 Leased – 239 |
| Wickford North | Rented – 387 Leased – 88 | Langdon Hills | Rented – 244 Leased – 36 |
| Wickford Park | Rented – 173 Leased – 43 | Nethermayne | Rented – 934 Leased – 227 |
| Pitsea North West | Rented – 1622 Leased – 137 | Vange | Rented – 616 Leased – 74 |

Figure 2

3. Understanding the local context of Community Cohesion

c. Unemployment profile

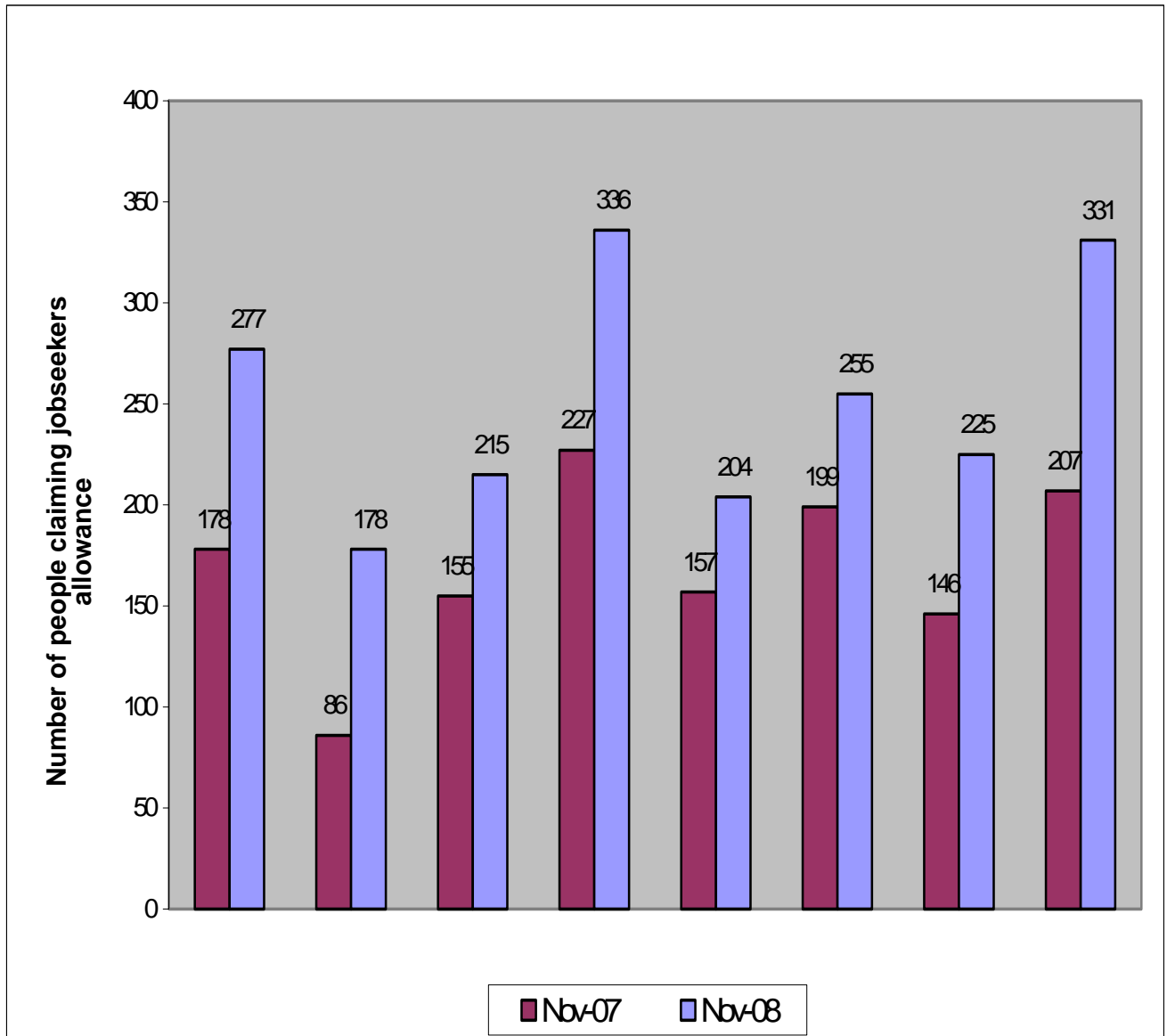
The next few years will be challenging for the organisation because of the declining economic situation. St Georges Community Housing will need to be responsive in tackling increases in the number of residents that will be affected by redundancy and unemployment. So far the organisation has introduced ways to reduce the number of tenants at risk of rent arrears, repossession and homelessness through the Rent Arrears Policy. This is proving to be effective, though further action and joint approach is required with our partners to address local unemployment.

The most reliable data on unemployment at ward level is a count of the number of people aged 16 to 64 years old that are claiming Jobseekers Allowance. This data is compiled monthly and shows that in Basildon the number of people claiming jobseekers allowance benefits and are classified as unemployed have increased in the past year in all sixteen wards. Between November 2007 to November 2008, the highest growth in unemployment were in Pitsea North West (59%), Lee Chapel North (48%) and Vange (55%), see **Figure 3**. These are the wards where a majority of St Georges Community Housing's rented and leased properties are located.

St Georges' will be able to work with Basildon Council and other local partners to address the growth in unemployment and areas with high levels of 'worklessness.' Therefore by using information from Jobseekers claimant count and Customer Insight will be helpful way to monitor changes in unemployment. Currently we are exploring short course through Havering College to offer Preparation for Work courses as a start with a view to extend to providing employment and training programmes that offer residents both the work experience and the skills set they need. Also the Financial Inclusion strategy will also address the needs of those that are unemployed

3. Understanding the local context of Community Cohesion

Unemployment in wards with the highest number of St Georges rented and leased properties



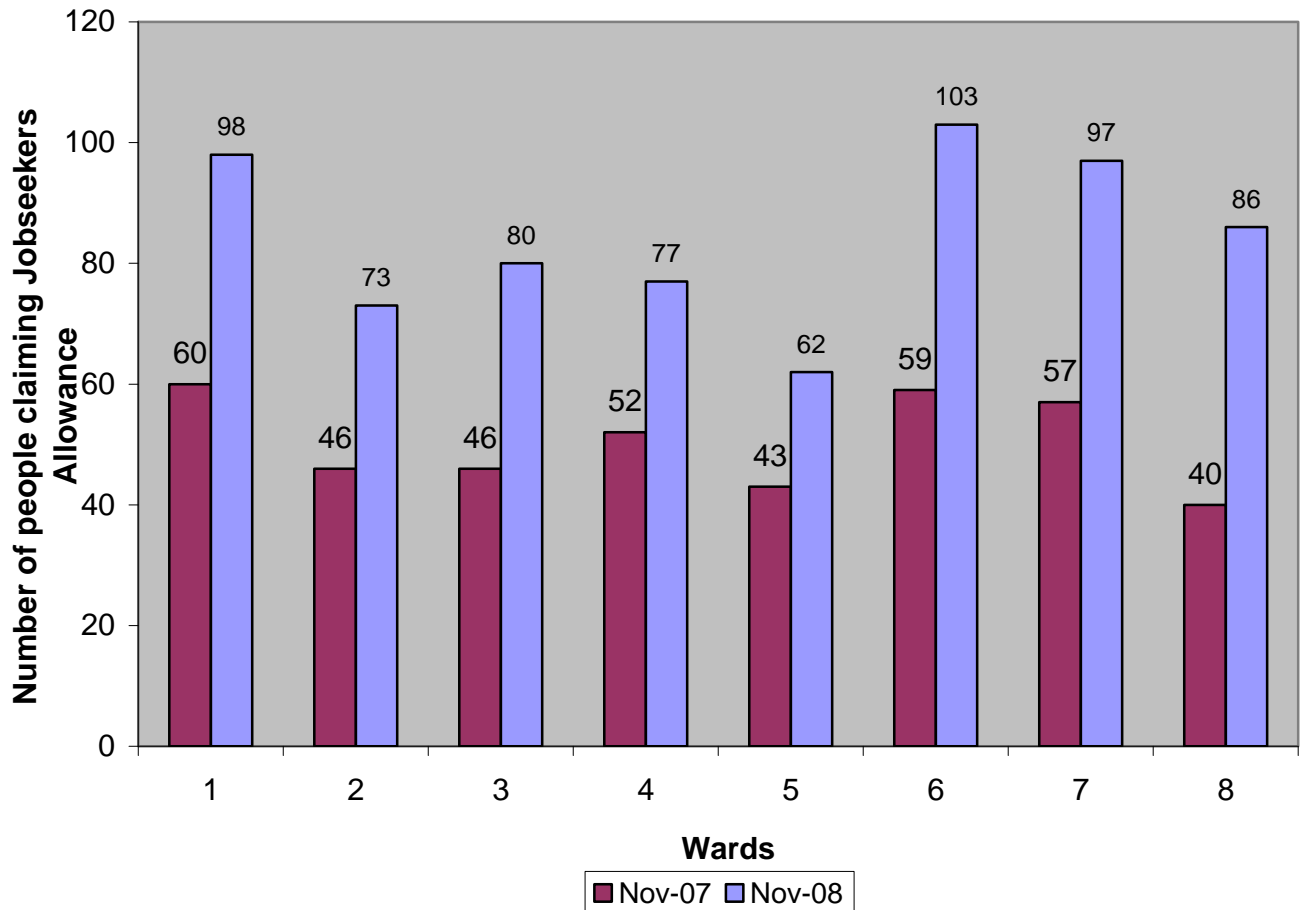
| Wards | Working Age Population (2001 Census figures) | Wards | Working Age Population (2001 Census figures) |
|---------------------|---|----------------------|---|
| 1. Vange | 5451 | 5. St. Martins | 4547 |
| 2. Nethermayne | 5818 | 6. Fryerns | 6842 |
| 3. Laindon Park | 6762 | 7. Pitsea South East | 7546 |
| 4. Lee Chapel North | 7215 | 8. Pitsea North West | 8256 |

Figure 3

3. Understanding the local context of Community Cohesion

In **Figure 3b** the data shows that the lowest growth in unemployment were in the eight wards listed in the table. The chart provides a breakdown showing that unemployment in these wards are generally lower than that in the wards where St Georges have the most rented and leased properties as in **Figure 3**.

Unemployment by ward



| Wards | Working Age Population (2001 Census figures) | Wards | Working Age Population (2001 Census figures) |
|--------------------|---|-----------------------|---|
| 1. Billericay West | 7458 | 5. Wickford Castledon | 7554 |
| 2. Burstead | 6233 | 6. Wickford North | 11843 |
| 3. Billericay East | 11473 | 7. Wickford Park | 7963 |
| 4. Crouch | 7490 | 8. Langdon Hills | 8763 |

4. Vision of a Cohesive Community

This vision outlined in this section is based on feedback from the consultation with some residents.

The vision that some residents have of their neighbourhoods is a reflection of how Basildon used to be 30 or 40 years ago. At the time people from different backgrounds moved from East London and other parts of the Southeast to Basildon New Town; and retained a shared sense of cohesion. New neighbours exemplified this cohesion by getting to know and help each other, generations of children that had grown up or had gone to school played together, participating in a vibrant social events like street parties, carnival, theatre shows and community events which allowed you to socialize with other residents. Generally people spent quality time with each other doing these activities and built good relationships based on trust and understanding; making Basildon a pleasant community.

Most residents regardless of their age, racial, economic, gender, religious background wants to feel that they belong and are proud to live in their neighbourhood. Though individuals' ideas of what a sense of belonging is and what constitutes a good neighbourhood varies. However there is a consensus on what a good neighbourhood should look like:

- ❑ Good and consistent standard of home maintenance, street cleaning, litter and graffiti removal been carried out by SGCH
- ❑ Living and interacting between the younger and older generations in the same neighbourhoods, different ethnic groups and people with disabilities.
- ❑ Older and vulnerable residents feeling safe at home and in their neighbourhood at all times
- ❑ Restoring civic pride in the place we live in
- ❑ Enjoying the freedom of open green spaces, recreational and social activities

SGCH is one of many key players in Basildon that is responsible for community cohesion. This multi agency approach involves working with residents, the council, social housing partners and statutory agencies. This means at a neighbourhood level SGCH role is to encourage residents to work towards a common vision where *'A strong future together, investing in homes, neighbourhoods and lives'* is shared. This can only be achieved once the ALMO's are supporting Basildon District Council in fulfilling its community leadership role and responsibility.

At a district level SGCH will support the council with delivering the vision for Basildon town. This will involve working with local strategic partners to promote and communicate the district wide vision effectively.

5. Consulting with customers and partners

A number of key stakeholders were consulted in order to develop this plan. This includes Basildon Council, registered social landlords and sections of our tenant and leaseholder community. Each group has a different understanding of Community Cohesion as it applies locally. This has led to respondents placing more emphasis on what they accept as types of positive behavior which contribute to a cohesive community. The use of a standard definition mentioned earlier provides a mutual understanding for all about community cohesion.

The consultation took place with several focus groups discussing their vision of Basildon and what the main issues are in their neighbourhoods. The consultation is by no means representative of the views of Basildon residents. However it is a good indication of some of the main community cohesion issues experienced locally.

a. Internal focus group

This group consists of 11 members of staff delivering front line services and who have regular face-to-face and phone contact with tenants and leaseholders ([Appendix 1](#)). The group was able to identify the following key issues:

- ❑ Vision of Basildon - like and dislike
- ❑ Engaging with customers
- ❑ Perceptions and tensions within neighbourhoods
- ❑ Crime, Anti-social behaviour and Domestic abuse

b. External focus group

Eight Housing Associations representing some of the district's social housing sector attended a Community Cohesion workshop to discuss housing issues. As a result of the workshop the participants addressed the following issues:

- ❑ Perceptions amongst and between communities
- ❑ Open communication between community and social housing providers
- ❑ Intergenerational gap between the young and old
- ❑ Impact of regeneration
- ❑ Understanding housing allocation

A number of residents from Community panels, Sheltered housing, Leaseholder and Anti-Social Behaviour meetings were informed and encouraged to take part in the Community Cohesion consultation. Consequently eight residents from Lee Chapel North, Laindon, Langdon Hills, Wickford, Nethermayne and Vange wards contributed to the consultation.

5. Consulting with customers and partners

They identified the following key issues in their responses:

- ❑ Vision of their neighbourhood
- ❑ Relationship with SGCH
- ❑ Neighbourhood and crime
- ❑ Migrant and settled communities
- ❑ Impact of regeneration
- ❑ Inter-generational gap

The consultation identified the following themes:

- ❑ *A vision of a cohesive community; as highlighted earlier*
- ❑ *Building relationships*
- ❑ *Tackling negative perceptions*

These emerged through the internal and external consultation with stakeholders.

c. Outcome of consultation

In attempting to **build relationships** with customers, responses indicate that customers are confused about SGCH identity as a managing agent for the councils' housing. Some mentioned that few tenants were consulted about the change from BDC to SGCH. After the change to an ALMO, tenants were also confused about SGCH new role as managing agent as customers were still referred to as council tenants and paid their rent to the council. Since the change over there has been too many consultations; customer profiling, tenant and leaseholders survey, repairs survey with few if any noticeable improvements in service delivery for customers. This has led to apathy and mistrust on behalf of customers with some unwilling to provide information. Some are not confident how the information they provide will be used or what difference it makes to the service they receive.

Some older responses stated that young people have limited choice of when and how they chose to engage with SGCH about decisions that affect them. They are reluctant to attend community panels or any formal meetings to discuss housing issues. In addition there is limited information available to help young people understand the decision-making processes used by SGCH. In turn SGCH have attempted to engage with young people, BME groups with relatively few success.

The main barrier to a cohesive community is negative **perceptions** held within or amongst sections of the community. Some participants spoke about stereotypes of the 'Essex man' or 'chav' as historical class division between affluent areas of Billericay versus the less affluent area of Basildon has contributed to the negative image of working class communities.

5. Consulting with customers and partners

Responses indicate there is a disparity between young people and older residents in areas with sheltered housing. Some of the elderly tenants living there having little or no contact with young people and their perceptions of young people is constructed from isolated incidents, observations anti-social behaviour or articles printed in the local press. These develop into negative perceptions held by older residents about young people with accusations that they lack civic pride, respect for elders and the police.

In neighbourhoods offering mixed housing there appears to be regular contact between young and older residents mainly due to families living in the area. Though no indication about levels of anti-social behaviour in comparison to sheltered schemes. Nonetheless older residents that responded held the view the some young people create graffiti, loud music, get drunk and generally are aggressive. In some cases the perceptions is that SGCH is lenient towards young people who cause nuisance or are abusive towards their neighbours. The 'fear of crime' developed by some residents may actually be worse than the actual occurrence of crime in some neighbourhoods especially this fear deters some people from confronting those they perceive are the perpetrators. In the worst cases neighbours fears have been made worst in cases where they have complained to the perpetrator who seeks reprisal by breaking windows, verbal threats or damaging cars.

Responses to new communities moving into the local area indicate that settled communities expect them to learn and adapt to their way of life. Though new social housing developments in the district have attracted new communities to the area some participants' perception is that migrant communities contribute to local housing demand, are given priority for housing and create poor community relations, as some 'do not speak English.' The common view is that allocation policy for council housing prioritises the needs of migrant communities and to lesser extent young mothers before those of the settled communities.

Despite improvements to the responsive repairs service, there is still dissatisfaction amongst tenants about how quickly repairs are carried out. Focus group responses indicate that some leasehold properties are unsafe, uninhabitable and overcrowded with migrant families. SGCH needs to be aware of the poor conditions of these homes and take necessary action.

Respondents are cynical about locals benefiting from new homes built as part of Basildon regeneration again citing preferential treatment of providing homes to immigrants before locals. Regeneration also means losing open green spaces, increased traffic, congestion and jobs for new communities who recently moved into the area and commute to London.

6. Three year priorities

This is an outline of what the key priorities for SGCH should be over the next three years. It is based on consultation with stakeholders on what they have identified as the primary housing issues. Some of the priorities is based on projects currently or previously delivered through Anti-Social behaviour team such as Junior Warden Scheme, Kent View park Clean Up with Groundwork Essex at SGCH. However these projects require better co-ordination and promotion to increase engagement with sections of the community that are under-represented. Other priorities have been identified through community cohesion consultation, statistical data, Basildon District council's Sustainable Community Strategy, sharing best practices with other organisations such as Peterborough City council's New Link project and SGCH performance targets.

| | |
|--|--|
| <p>1. Review methods used to engage with customers</p> | <p>2. Develop positive news stories through marketing and communication</p> |
| <p>Encourage under-represented groups to engage with SGCH</p> <p>Promote and provide vocational, literacy courses and work placement opportunities at SGCH</p> | <p>Improve the promotion of SGCH and its activities</p> <p>Improve relationship with local press</p> <p>Better co-ordination of internal activities and services</p> |
| <p>3. Promote Community Cohesion to reflect changing residents population</p> | <p>4. Provide guidance and promote good community and neighbour initiatives for staff, contractors and residents</p> |
| <p>SGCH role in organising or/and delivering cultural, religious and social events</p> <p>Sharing a common vision</p> <p>Managing neighbour disputes and tensions</p> <p>District profile to reflect changing tenant and leaseholders population</p> | <p>Produce guidance booklet for staff and contractors</p> <p>Increase leaseholders and owner occupiers awareness of their responsibilities as landlords</p> |

7. Delivering the strategy

This section outlines how SGCH will deliver this plan by building relationship based on mutual trust, understanding and respect with residents and our partners.

SGCH supports Basildon District Council's 'Promoting Inclusive Communities' agenda as outlined in the Sustainable Community Strategy 2008 - 2011. The Local Strategic Partners have agreed and developed Basildon Inclusion Group as the core group, in addition to the Community Cohesion & Participation Working Group as one of its sub-groups. SGCH role in the former and latter groups is outlined respectively:

- The Board Equality Champion will be represented on the Basildon Inclusion Group; responsible for monitoring, recommending and leading on the 'Promoting Inclusive Communities' objective
- The Equality and Diversity Co-ordinator will be represented on the Community Cohesion and Participation Delivery sub-group; responsible for operational issues by delivering actions set by the core group

The priorities have been outlined in the next section in an Action Plan setting out the targets and outcomes for each priority. This Action Plan will form part of SGCH Single Equality Scheme's action plan for 2009 –2012. This scheme is a comprehensive document detailing SGCH commitment to equality and diversity and how it will meet its obligations under the equality legislations over the three years.

The Equality and Diversity Monitoring group will have a role in measuring progress made to deliver the set targets through its monthly meetings. This information will be provided to the Management Board every six months in a report summarising what progress has been made towards achieving the set targets. Each year a review will determine whether the action and outcomes set have been satisfactorily achieved and what evidence is available to show this. It may be necessary to set new actions and outcomes that would be more effective in achieving the set targets.

These priorities will shape and drive the future direction of how SGCH maintains community relations over the next three years.

8. The Action Plan

| Target | Action | Responsible | Date | Outcomes | Status |
|---|--|--|---------------|---|--------|
| Review methods used to engage and support residents; particularly those that are under-represented or vulnerable | <ul style="list-style-type: none"> ❑ Involve customers in the development of services, delivery plans and monitoring outcomes | T.P Team and E&D Co-ordinator | 31 March 2010 | <ul style="list-style-type: none"> ❑ Increase the methods by which our customers engage with St Georges | |
| | <ul style="list-style-type: none"> ❑ Work in partnership with Havering College to offer courses to tenants in need of ESOL, adult literacy & employment training. | Helpdesk Technician | 31 March 2010 | <ul style="list-style-type: none"> ❑ Increase number of tenants obtaining basic and advanced levels of qualification | |
| | <ul style="list-style-type: none"> ❑ Work with Basildon Council's Allocations team to promote Housing Allocation & St Georges role in managing properties | Voids Team / Basildon Allocations Team | 31 March 2010 | <ul style="list-style-type: none"> ❑ Understand the council's role in housing allocation and St Georges in managing properties | |
| | <ul style="list-style-type: none"> ❑ Adopt Income collection policy as a practical support and benefits advice to low-income families and lone parents | Area Housing Managers | 31 March 2010 | <ul style="list-style-type: none"> ❑ Reduce the level of rent arrears accumulated by our most vulnerable tenants. | |
| <p>Rationale: Target indicates how people from different background can work together & with SGCH to build relationships and influence decision making</p> | | | | | |

8. The Action Plan

| Target | Action | Responsible | Date | Outcomes | Status |
|---|---|--|---------------|---|--------|
| Develop positive news stories through marketing and communication | <ul style="list-style-type: none"> ❑ Work with local press to promote positive news stories about St Georges | Marketing & Communication Co-ordinator | 31 March 2010 | <ul style="list-style-type: none"> ❑ Challenge negative perceptions about St Georges | |
| | <ul style="list-style-type: none"> ❑ Promote projects offered by St Georges such as Junior Warden scheme, courses, Environmental project | Marketing & Communication Co-ordinator | 31 March 2010 | <ul style="list-style-type: none"> ❑ Encourage the number of young peoples aware and engaged in community activities | |
| <p>Rationale: This will address perception about SGCH from public and local press</p> | | | | | |
| Promote Community Cohesion to reflect changing residents population | <ul style="list-style-type: none"> ❑ Assist and involve our partners (BDC, RSL etc) and residents in cultural, religious & social events | Marketing & Communication Co-ordinator | 31 March 2010 | <ul style="list-style-type: none"> ❑ Take part in four cultural and social events each year | |
| | <ul style="list-style-type: none"> ❑ Identify and refer residents to mediation and reconciliation service in disputes where language and culture is a barrier to communication | Housing Officers | 31 March 2010 | <ul style="list-style-type: none"> ❑ Encourage cultural understanding between neighbours | |
| | <ul style="list-style-type: none"> ❑ Work with Basildon District Council, the Police and other partners to monitor changes in tenure, hate crime, and worklessness | ASB Co-ordinator | 31 March 2010 | <ul style="list-style-type: none"> ❑ Report any increasing trends to identify hotspots areas | |
| <p>Rationale: Highlighted as a priority as part of 'Promoting Inclusive Communities' in the Sustainable Community Strategy 2008 – 2011</p> | | | | | |

8. The Action Plan

| Target | Action | Responsible | Date | Outcomes | Status |
|---|---|-------------------------|---------------|--|--------|
| Provide guidance and promote good community and neighbour initiatives for staff, contractors and residents | <ul style="list-style-type: none"> ❑ Print guidance booklet for staff and contractors when visiting residents at home | T.P. & E&D Co-ordinator | 31 March 2010 | <ul style="list-style-type: none"> ❑ All staff and contractors to be trained in it's use | |
| | <ul style="list-style-type: none"> ❑ Provide guidelines for landlord not residing in Basildon when sub-letting their properties | Area Housing Managers | 31 March 2011 | <ul style="list-style-type: none"> ❑ All known landlords to be informed about their obligations when sub-letting properties | |
| | <ul style="list-style-type: none"> ❑ Highlight problem of multiple occupancy, overcrowding, vacant dwellings and disrepairs | Area Housing Managers | 31 March 2011 | <ul style="list-style-type: none"> ❑ Increase awareness of maintaining tenancy standards | |
| | <ul style="list-style-type: none"> ❑ Use 'Respect Standard in housing management' to show commitment to anti-social behaviour tackling anti-social behaviour including hate crime and domestic abuse | ASB Manager | 31 March 2011 | <ul style="list-style-type: none"> ❑ Raise awareness of the standard and how it supports communities | |
| <p>Rationale: Demonstrate partnership working and developing greater knowledge and proactive steps in meeting customer needs</p> | | | | | |

9. Appendices

a. Definition of key terms

- ❑ **Vulnerable** - Refers to SGCH customers unable to make decision for themselves and are reliant on others to help them because they are elderly, young, victims of harassment, domestic violence, hate crime, on low income and have a disability.
- ❑ **Economic status** - One way to measure household income as requested in Customer Insight that asks customers to identify a range of criteria from full time employment or education to customers who are retired or unemployed.
- ❑ **Housing tenure** – An indication of Leaseholders, Tenants, Owner-Occupiers in social or private housing. This is a good indication of household income and status.
- ❑ **Community Tension** – When sections of communities do not trust, understand or are unwilling to work and live together because of racial, cultural, religious differences. This is an indication of problem in the community that requires SGCH working with it's partners to intervene early to prevent Community hotspots.
- ❑ **Community Hotspots** – Specific areas within neighbourhoods or communities that have been monitored and identified for having a higher level of anti-social or criminal activities in comparison with others areas.
- ❑ **Working Age residents** - Male residents aged 16 to 64 years old and female residents aged 16 to 59 years old. The term is used by Jobcentre Plus as part of it's statistics on unemployment levels.
- ❑ **Worklessness** – When residents who are of working age become long term unemployed.
- ❑ **Intergenerational Gap** – The barriers that may prevent older and young people socializing and understanding each other because of their different cultural values
- ❑ **Decent Homes Standards** - A decent home should be warm, weatherproof and have reasonably modern facilities.
- ❑ **ESOL** – English Speakers of Other Languages. A course to teach English to those who's first language is not English
- ❑ **RSL** – A Registered Social Landlord is a not for profit organisation that provides affordable housing to people. These organisations may be housing corporations, trusts, companies, or cooperatives responsible for developing land and building homes, they also undertake a landlord function by maintaining properties and collecting rent.
- ❑ **ALMO - Arms Length Management Organisation** – Company owned by the Council, but run by a Board including tenants with responsibility for managing and maintaining Council homes. Private money may be raised to repair and improve works to these homes.
- ❑ **Social deprivation** – Income, unemployment, poor housing are some of the factors that contribute to lack of access to resources and opportunities
- ❑ **SGCH** – St Georges Community Housing