

# A Study of the Housing Requirements of Black and Minority Ethnic (BME) Households in Dorset and Poole

## Final Report

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July 2010



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The Salford Housing & Urban Studies Unit is a dedicated multi-disciplinary research and consultancy unit providing a range of services relating to housing, regeneration and urban and community policy to public and private sector clients. The Unit brings together researchers drawn from a range of disciplines including: social policy, housing management, urban geography, environmental management, psychology, social care and social work.

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## **Acknowledgements**

This study was greatly dependent upon the time, expertise and contributions of a number of individuals and organisations, without whom the study could not have been completed. The project steering group provided guidance and information throughout the project and thanks must go to them for their support.

Thanks are also due to the stakeholders who took the time to participate in the study or provided invaluable information or assistance. In particular we would like to thank the following: the Borough of Poole; Bournemouth Interpreters' Group; Christchurch Borough Council; Dorset Adult Learning Service; Dorset County Council; Dorset Healthcare Foundation NHS Trust; Dorset Police; Dorset Primary Care Trust (PCT); Dorset Race Equality Council; East Dorset District Council; East Dorset Housing Association; Equality South West; the Ethnic Minority Achievement Service (EMAS); Magna Housing Association; North Dorset District Council; Pathways International; Poole Housing Partnership; Purbeck District Council; Purbeck Housing Trust; Raglan Housing Association; Twynham Housing Association; West Dorset District Council; Weymouth and Portland Borough Council; and Weymouth and Portland Housing.

We are particularly indebted all of our community interviewers whose continued efforts enabled so many interviews to be undertaken for the study.

Finally, special thanks must, of course, go to the individuals and households who found the time to talk to us and answer our questions in a full, honest and patient manner. It is hoped that this report is able to accurately reflect their experiences and needs.

This report is based on research undertaken by the study team and the analysis and comment thereafter does not necessarily reflect the views and opinions of the research commissioning authorities, or any participating stakeholders and agencies. The authors take responsibility for any inaccuracies or omissions in the report.

# Executive summary

## The study

The overall aims of the study were to increase the understanding of the housing needs of BME households across Dorset, as well as ensuring that existing providers gave equal access to their services and integrated the needs of BME communities into their everyday activities. In order to address this issue the local authorities within Dorset decided to work collaboratively on a study looking at the housing needs of BME communities across the county. The study included the Borough of Poole; Christchurch Borough Council; East Dorset District Council; North Dorset District Council; Purbeck District Council; West Dorset District Council; and Weymouth and Portland Borough Council. Bournemouth Borough Council was not included in this study as they had already carried out research on BME housing needs.

The research was commissioned by Bournemouth, Dorset and Poole Strategic Housing Group in August 2009 and was conducted by a team of researchers from the Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from a number of community interviewers and was managed by a steering group composed of officers representing the Borough of Poole, Dorset County Council, Magna Housing Association and North Dorset District Council.

The study has the following main objectives:

- To gain information on the current and projected BME population and households;
- To gain information on the current housing circumstances of BME households;
- To investigate the housing needs and aspirations of BME households, including any supported and sheltered housing needs;
- To assess the knowledge of BME households of the availability of current services and their ability/desire to access them;
- To identify any barriers to accessing housing; and
- To identify the best methods of continuing engagement with, and communication to, BME communities in the future.

## Methods

- A review of existing data and literature on BME communities;
- Consultation with **27** key stakeholders and **7** RSLs across the study area;
- A survey of **469** BME households across Dorset carried out by interviewers from the BME communities; and
- Additional qualitative interviews with **20** BME households.

This summary outlines some of the key findings from the survey of BME households. A full analysis of all data sources can be found in the main report.

## The survey sample

### Local authority area

- Over half of the sample were currently living in Poole (56%); this was followed by West Dorset (15%). There were smaller numbers of interviews in the remaining local authority areas due to difficulties identifying and accessing participants in some areas.

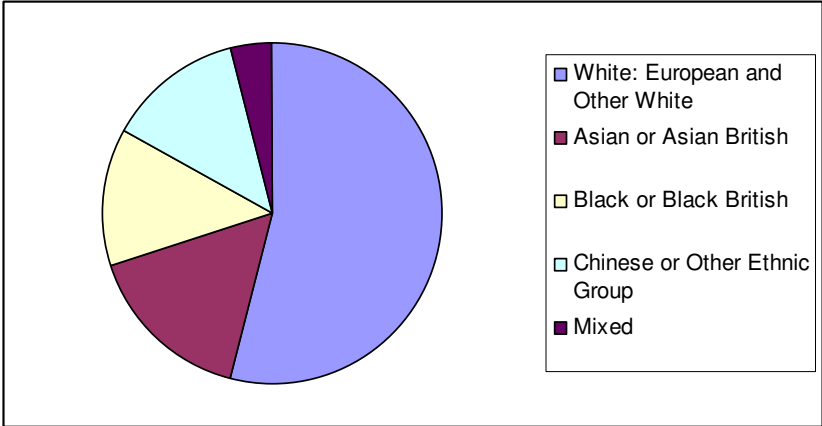
Number of interviews by local authority area

Local authority area	No.	%
Poole	264	56
West Dorset	71	15
Weymouth and Portland	39	8
Christchurch	31	7
East Dorset	31	7
Purbeck	18	4
North Dorset	15	3
<b>Total</b>	<b>469</b>	<b>100</b>

### Ethnic origin

- Just over half of the sample (54%) were White (European or Other). This percentage was highest in Weymouth and Portland and North Dorset (72% and 80% respectively) and lowest in West Dorset (34%), where the sample included higher numbers of Black and Asian respondents.
- There was a diversity of respondents in all local authority areas. Poole, West Dorset and Christchurch, for example, had respondents from all of the ethnic categories.

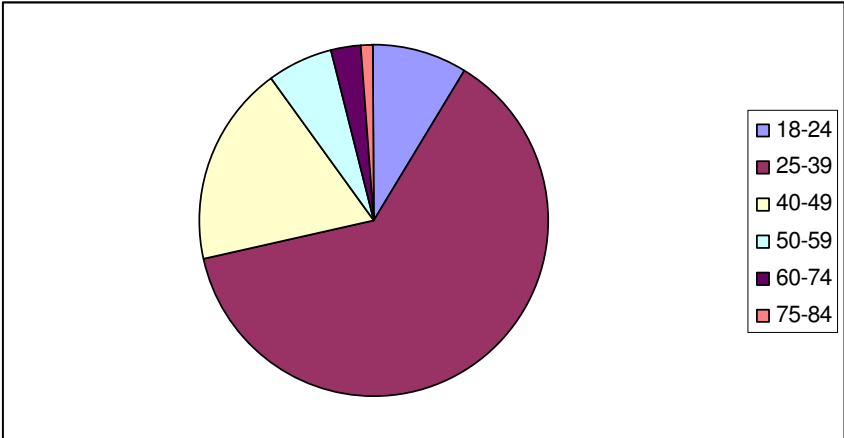
Ethnic origin of respondents



**Age and gender**

- The majority of respondents were aged 25-39 (63%); this was followed by 40-49 (19%). Only around 4% were over retirement age, compared to ONS figures for Dorset and Poole (2008) which suggest that around 28% of people were of retirement age (ONS mid-year population estimates 2008).
- This dominance of the 25-39 age range is not surprising given the number of White European respondents. Official statistics for Central and Eastern European migrants – for example, Worker Registration scheme data – shows that this age range has dominated arrivals to the UK.
- With regards to gender, 45% of the sample were male and 54% female. One respondent indicated that they were transgender/transsexual.

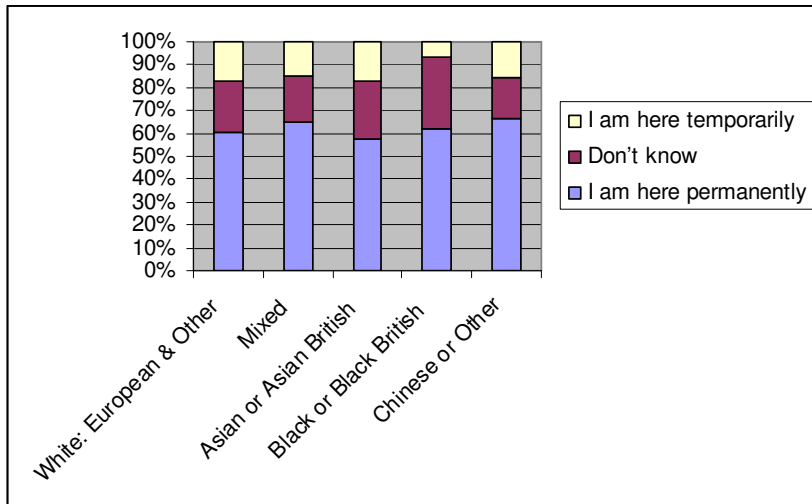
Age of respondents



**Temporary or permanent resident**

- 61% of the sample indicated that they intended to live in Dorset permanently; while 15% were here temporarily. The respondents interviewed in North Dorset had the highest percentage of people who indicated that they were permanent residents.
- With regards to those who were in Dorset temporarily, over a third (38%) did not know how long they would remain.

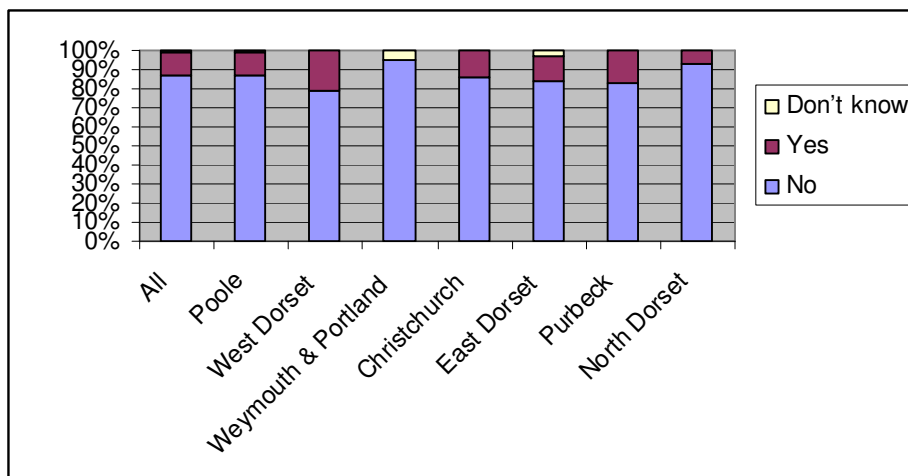
## Temporary or permanent resident



## English language skills

- 12% of respondents had an adult in their household unable to speak English; this percentage was highest in West Dorset (21%). The White (European and Other White) group were most likely to have an adult in their household without English language skills

### Adult in household unable to speak English



## Current accommodation

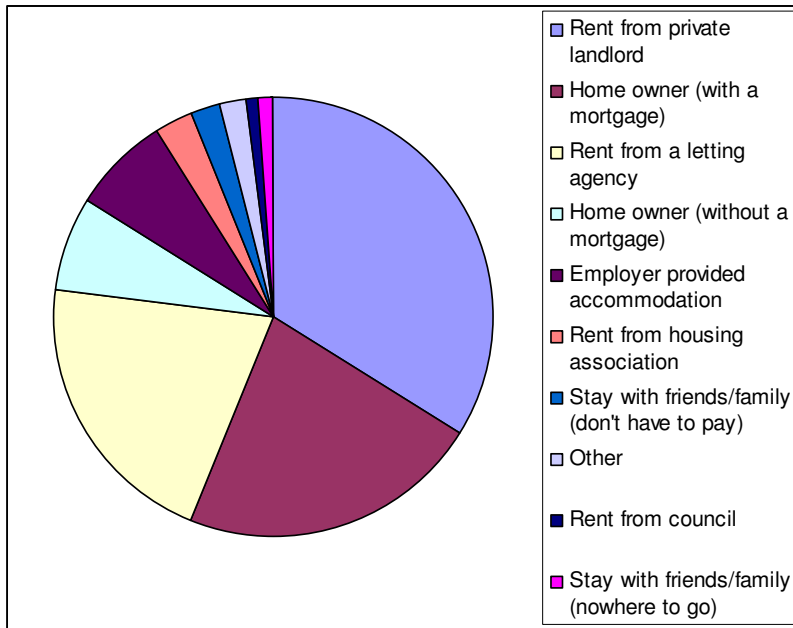
### Tenure

- Over half of the sample (55%) were living in private rented accommodation, either through a private landlord or a letting agency. This percentage was highest in Poole (65% of respondents) and lowest in Purbeck and West Dorset (23% and 34% respectively).
- Owner occupation (with a mortgage) was the second most common form of tenure (22% of respondents).



- Only four respondents (just under 1%) across the whole sample indicated that they were living in a Council property. A small number of people (3%) were renting a Housing Association property.

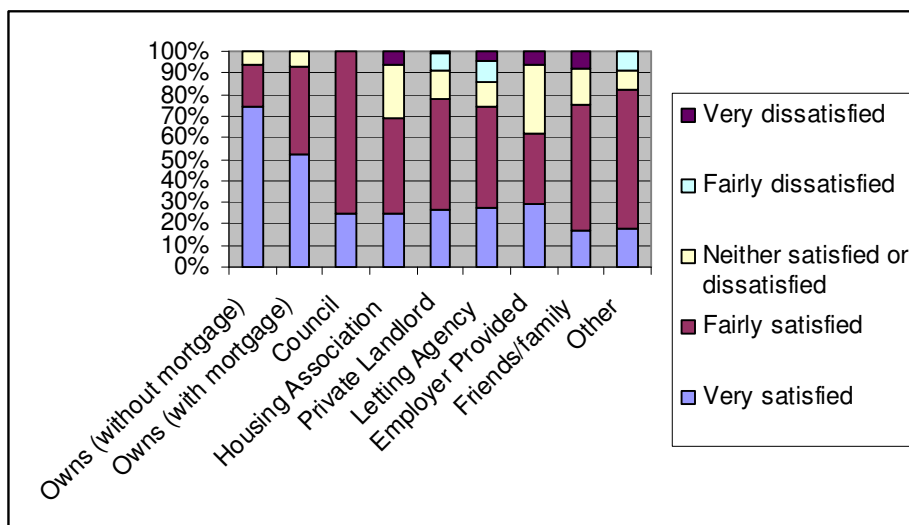
Current tenure



Satisfaction with accommodation

- The majority of the sample (80%) were satisfied with their current accommodation; 7% indicated that they were dissatisfied.
- No one who owned their own home or lived in a Council property was dissatisfied with their accommodation. The respondents who were dissatisfied with their accommodation were primarily living in private rented accommodation.

Satisfaction with accommodation by tenure



**Intention to move to different accommodation**

- 60% of the sample intended moving to a different property in the future. This percentage was highest in Weymouth and Portland (77%).
- The most common reason for wanted to move to another property related to accommodation being too small (25% of those who intended moving).
- The other reasons given for wanting to move included, wanting a better quality of life; wanting more affordable accommodation; and the current accommodation being in poor condition.

**Health and social care needs**

- The data suggests that very small numbers of people across the sample had any ill-health or disabilities (3% of the sample or less).
- A small number of respondents indicated that there was someone within the household who needed help or support with daily tasks such as cooking, shopping and personal hygiene (3% of the sample or less).
- The facilities that people did not currently have but felt they needed, included a walk-in shower or accessible bath, a bathroom grab rail, a stair lift and access ramps outside the home. Again, this was a small percentage of the sample (4% or less).

Adaptations to accommodation

Adaptation	Already have		Don't have but need		Don't have & don't need	
	No.	%	No.	%	No.	%
Downstairs toilet	104	23	8	2	350	76
Handrail on stairs	62	13	7	2	395	85
Walk-in shower or accessible bath	49	10	17	4	398	86
Tap adaptations	20	4	8	2	435	94
Bathroom grab rail	16	3	14	3	434	94
Access ramps (outside home)	12	3	10	2	441	95
Alarm pull	10	2	8	2	434	96
Stair lift	9	2	12	3	443	95
Commode	7	2	7	2	449	97
Access ramps (inside home)	6	1	7	2	449	97
Fixed hoist	5	1	7	2	451	97
Portable hoist	5	1	7	2	451	97

**Awareness and use of housing related services**

- The services that were most commonly used were the Citizens Advice Bureau (CAB) (34%); Housing Benefits (17%); and the council housing register (16%).
- The service that people had least awareness of was floating support (49% of respondents were not aware of this service).

## Awareness of housing related services

Service	Used service		Not used service		Not aware of service	
	No.	%	No.	%	No.	%
Citizens Advice Bureau (CAB)	160	34	238	51	68	15
Housing Benefits	81	17	318	68	66	14
Council housing register	75	16	269	58	121	26
Housing association (HA) register	27	6	264	57	171	37
HA maintenance service	8	2	263	57	192	42
Council home repair grants	7	2	264	57	189	41
Service for people with mental health problems	7	2	314	68	142	31
Other homelessness service	7	2	280	61	172	38
Council homelessness service	5	1	308	67	148	32
Service for people with drug/alcohol problems	3	1	329	71	130	28
Floating support	3	1	231	50	229	49
Service for older/elderly people	2	<1	334	72	126	27
Service for people with learning disabilities	1	<1	316	68	145	31
Service for ex-offenders/those at risk of offending	1	<1	301	65	160	35
Service for vulnerable young people	-	-	297	64	165	36

## Views on local area

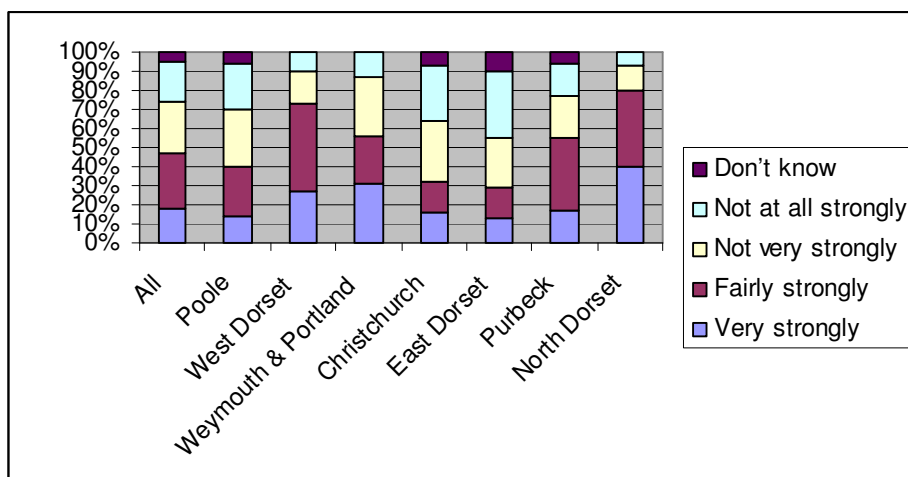
### Overall satisfaction with local area

- 87% of respondents indicated that they were satisfied with their local area as a place to live. This percentage was highest amongst those living in Christchurch and Weymouth and Portland (93% and 92% respectively).
- The Chinese or Other, Asian/Asian British, and Mixed ethnic groups had the highest level of satisfaction with their local area (92%, 91% and 90% respectively). The Black/Black British respondents had the lowest level (69%).

### Sense of belonging

- Just under half of the sample (47%) had a fairly or very strong sense of belonging to their local area. This percentage was highest amongst respondents in North Dorset.
- Black/Black British respondents were least likely to feel a sense of belonging to their local area (34% felt 'not at all', compared to sample average of 21%).

## Sense of belonging to local area



## Conclusions and ways forward

The following provides a summary of the main conclusions and ways forward based on the findings of the study.

### Recognising and monitoring diversity

The evidence from this study confirms that the BME population within Dorset is ethnically diverse, with both established or British BME communities and new and emerging communities. This includes British BME populations; for example, Black British, Asian British and Gypsy and Traveller communities. It also includes foreign nationals; for example, asylum seekers and refugees, overseas students, and those identified as 'migrant workers', particularly from Central and Eastern Europe. The BME population is therefore not one homogenous group, from which generalisations can be made.

This study represents a 'snap shot' of a potentially dynamic population. New communities will move into an area while others will move out. Consequently there is a need for better ethnic monitoring at a local level, as well as a sharing of information between different agencies.

*Ways forward:* Councils and partners should develop a common approach to ethnic monitoring – including recording nationality – which all service providers should be encouraged to use to monitor the take-up of services.

Qualitative interviews with BME households suggested that some respondents were suspicious of ethnic monitoring. It therefore needs to be explained that such monitoring is an important part of ensuring that services are able to meet the diversity of needs.

While the study endeavoured to be as inclusive as possible in terms of ethnic groups and local authority coverage, in some areas it was difficult to engage with BME communities, despite working with community interviewers. On reflection, this was perhaps overly ambitious in that very little was known about the nature and location of some of the smaller and especially 'hard to reach' communities within the County.

It must be recognised that further work may be required to build on this study at a local authority level, particularly in terms of those communities or districts where there was less representation.

*Ways forward:* there is a need to consider how to engage with the more hard to reach communities.

### **Accommodation issues**

Although it is difficult to predict the impact of the growth of BME communities on the housing sector, it is recognised that the needs and aspirations of BME communities are important considerations. This study has highlighted the importance of the private sector, with over half of the people interviewed living in private rented accommodation (either through a private landlord or letting agency). This sector was important for *all* BME groups, not just those identified as White European. While people were generally satisfied with the private rented sector, the more narrative responses in the survey revealed that some people had experienced poor conditions or issues with landlords not carrying out repairs.

*Ways forward:* Given the importance of the private sector, Councils and partners should ensure work continues in relation to standards of accommodation and licensing of HMOs.

Furthermore, what was interesting was the low level of take-up of socially rented accommodation, with just twenty people across the whole sample living in this form of tenure (4% of the sample). Information provided by local authorities in relation to registrations by ethnic group also confirms this small percentage of BME communities living in the social rented sector. This finding appears to contradict the public perception of the demands placed on social housing by different BME communities – particularly foreign nationals – and the perception of preferential treatment with regards to housing allocation, which can sometimes create, or add to, tensions between communities.

Local authorities need to consider the implications of people's accommodation aspirations. Around 60% of the households interviewed in Dorset had aspirations to move to a different property in the future; 15% of these indicated a preference for socially rented accommodation. Furthermore, there is a need to consider that a number of the Central and Eastern European migrant communities had intentions to stay in the UK, which may also impact on demand for accommodation.

*Ways forward:* there is a need to consider the implications of any increase in demand for socially rented properties in future years, not only in terms of availability, but also from a community cohesion perspective, as raised above.

At the same time, stakeholder consultation raised the issue of Choice-Based Lettings. Further investigation would be required in order to explore the implications of CBL particularly as previous studies have highlighted that the complexity of CBL can be an issue.

*Ways forward:* there is a need to consider the effects of the Choice-Based Lettings system on BME households' ability to access socially rented accommodation.

Finally, over half of those who had aspirations to move to a different property expressed a preference for owner occupation. Similar to the wider population, affordability of housing was seen as a key issue and a large proportion of the sample indicated that they had no or very few savings. Lack of savings combined with the tighter rules on lending that have resulted from the economic downturn may mean reduced access to owner occupation, leading to reliance on other sectors.

### **Raising awareness of housing related services**

In line with many previous studies, there was evidence of a lack of awareness of various housing related services ranging from housing registers to services specifically for vulnerable people (for example, those experiencing mental health problems, drug and alcohol misuse, and homelessness). There is a strong tendency for people to find out about different services through their social networks (i.e. through friends and family). This reliance on more 'informal' means of information, however, could result in miscommunication or misinformation about options and entitlements.

With regards to specialist accommodation (i.e. accommodation without stairs, accommodation with alarm call system, etc.), the study revealed a very low level of need. This may in part reflect the younger age range of the sample. However, we also need to recognise that there is a lack of appreciation about the nature of housing-related support and its availability. Furthermore, the study highlighted that some respondents were undertaking a caring role for other family members. Such individuals need to be aware of the types of support they can receive to assist them with their caring role.

*Ways forward:* providers of specialist accommodation and support for carers should ensure promotion of services to BME communities.

Dissemination of information is, in many respects, more important than increasing provision or creating new services. The qualitative interviews with BME households, for example, suggested that printed information on various services should be available in public places, such as: health centres, churches/places of worship, community venues and transport hubs.

*Ways forward:* Councils and partners who do not currently provide a resource pack summarising key services and agencies should be encouraged to do so. Those Councils that have already produced an information resource need to ensure that it is being targeted at those communities that are harder to reach.

What has also emerged from the study is that more people are aware of, and use, the Citizens Advice Bureau (CAB) than other services. Indeed, over a third of respondents indicated that they had used the CAB at some point, with a further 51% of people being aware of the CAB as a source of information and advice.

*Ways forward:* The CAB is an important resource and Councils, housing providers and other service providers should be encouraged to develop links with the CAB in order to provide information and assistance to BME communities.

As well as ensuring that information is disseminated at organisations and community venues where known populations are, the Internet is also a very useful means of disseminating information and there are already a number of websites providing information on work, housing, health care, money, etc. in a variety of languages (see for example, *myUKinfo.com*).

What is apparent is that authorities need to explore multiple methods of disseminating information to communities, once again recognising the diversity of communities; for example, the information needs of asylum seekers and refugees, migrant workers, overseas students and British BME communities may differ.

## **Language**

Acquisition of English language remains a pervasive issue for some BME households. English language ability affects the types of jobs people can obtain and the wages they can command. However, language is not just an issue in the work place, but a feature in other interactions; for example, accessing key services such as housing, health care and education, as well as the amenities that are accessed every day, such as shops and banks.

Both BME households and key stakeholders in this study made reference to issues of language, particularly in relation to language as a barrier to effective engagement with the local services and facilities. Indeed, 12% of the sample indicated that there was an adult in their household who was unable to speak English, while 16% had an adult in their household unable to read or write English. This was most common amongst the White European and Other group. The majority of this group were Central and Eastern European migrants who had come to the UK primarily for employment. The issue of language has been highlighted in previous studies with migrant workers, where it has been found that people's work commitments make it difficult to access language courses. However, it has also been highlighted that migrant communities do not always prioritise acquisition of language, and therefore more needs to be done to encourage people to access English language courses.

Furthermore, from the perspective of both BME households and key stakeholders, there appeared to be inconsistency in access to language support when accessing key services. Some services were praised in their provision, while others were viewed more negatively (a number of comments were made in particular around health care services).

*Ways forward:* there is a need to ensure that staff are fully trained in the use of language services if their role requires contact with non-English speaking service users.

*Ways forward:* there is also a need to ensure that service providers make better use of existing language services (including language line and interpreters). There are language services based in Dorset that can provide a range of services.

## **Future considerations**

In many respects the study provides a starting point for key stakeholders to begin looking at how to take the findings forward and where further information is required. As highlighted above, local authorities and service providers, need to ensure that they are constantly monitoring population changes within their local area and sharing this information at a wider level. Regardless of the size of a community, if BME households are living, or move into, an area and are accessing particular services, these providers should have an understanding of diversity and cultural differences. Rural service providers in particular can sometimes have little experience of addressing the requirements of ethnically diverse populations.

Past debates in relation to BME communities have discussed the issue of whether or not separate services are required for particular communities. This study suggests an overall view that BME households do not want separate or specific provision, which can actually add to the sense of separation or isolation that people can sometimes feel as members of a minority community. Those who supported the idea of separate services generally talked in terms of the benefit of knowing that they would not be discriminated against, rather than suggesting that it was needed from the perspective of a gap in service provision.

In terms of specific 'needs', what has emerged is that it is more about ensuring that existing services promote their services to BME communities, making better use of existing BME networks, community development work, newsletters, language schools, etc. and ensuring that information is disseminated as widely and accessibly as possible. Engagement is a two-way process – it is not just about BME communities knowing where to go to access services, it is also about ensuring that service providers continue their efforts to engage with different communities.

Ultimately, BME households have the same vulnerabilities and concerns as the White British population – affordability of accommodation; unemployment; needs of older people, children and families; domestic violence; homelessness; drug and alcohol abuse, etc – it is therefore about knowing where to go when these issues arise.



# Contents

<b>List of tables</b>	<b>19</b>
<b>Glossary</b>	<b>20</b>
<b>Section I: Background to the study</b>	<b>21</b>
<b>1. Overview</b>	<b>23</b>
1.1 Background to the study	23
1.2 Study brief	23
1.3 Outline of the report	24
<b>2. Methods</b>	<b>25</b>
2.1 Phase one: review of existing data and literature	25
2.2 Phase two: consultation with key stakeholders	25
2.3 Phase three: consultation with BME households	26
<b>3. What the official data tells us about BME communities in Dorset</b>	<b>30</b>
3.1 Census data	30
3.2 National Insurance number registrations (NINo)	34
3.3 Pupil Level Annual Schools Census (PLASC)	35
3.4 Other data	36
<b>Section II: Findings from stakeholder consultation</b>	<b>37</b>
<b>4. Consultation with Registered Social Landlords (RSLs)</b>	<b>38</b>
4.1 Ethnic monitoring	38
4.2 Promotion of services	39
4.3 English language support	40
4.4 The needs of BME communities	40
4.5 Recommendations	41
<b>5. Stakeholder interviews and focus groups</b>	<b>42</b>
5.1 The profile and nature of the BME communities in Dorset	42
5.2 Key issues for BME communities	43
5.3 Recommendations on how to engage with the BME communities	46
<b>Section III: Findings from consultation with BME households</b>	<b>47</b>
<b>6. Characteristics of the survey sample</b>	<b>48</b>
6.1 Local authority area	48
6.2 Ethnic origin	48
6.3 Age and gender	49
6.4 Religion or belief	50
6.5 Sexual orientation	51
6.6 Household information	51
6.7 Employment status	52
6.8 Income and savings	54
6.9 Temporary or permanent resident	54
6.10 Tables	56
<b>7. Current accommodation</b>	<b>70</b>
7.1 Property type	70
7.2 Property tenure	70
7.3 Tenancy agreement	72
7.4 Length of time in current property	72

7.5	Number of homes	73
7.6	Rent or mortgage costs	73
7.7	Size of accommodation	74
7.8	Number of kitchens and bathrooms	75
7.9	Views on size of property	75
7.10	Overall satisfaction with property	75
7.11	Experiences of homelessness	77
7.12	Understanding of entitlement to housing	78
7.13	Aspirations to move to a different property	78
7.14	Preferred accommodation option	80
7.15	Factors influencing accommodation choice	81
7.16	Tables	83
<b>8.</b>	<b>Views on local area</b>	<b>99</b>
8.1	Sense of belonging to local area	99
8.2	Experiences of crime and anti-social behaviour	99
8.3	Overall satisfaction with local area	100
8.4	Tables	101
<b>9.</b>	<b>Health and social care needs</b>	<b>104</b>
9.1	Disability and ill-health	104
9.2	Help needed with household tasks	104
9.3	Adaptations to accommodation	106
9.4	Specialist accommodation requirements	107
9.5	The needs of older people	108
<b>10.</b>	<b>Housing related services</b>	<b>111</b>
10.1	Awareness of housing related services	111
10.2	Problems with use of housing related services	112
10.3	Additional support needs	112
10.4	Language barriers	113
10.5	Tables	114
<b>11.</b>	<b>Findings from qualitative interviews with BME households</b>	<b>116</b>
11.1	Diversity in Dorset	116
11.2	Isolation	117
11.3	Accommodation issues	117
11.4	Comments on services and facilities	118
11.5	Interpretation and translation	119
11.6	Discrimination	119
11.7	Information needs	120
11.8	Recommendations for increasing engagement with BME communities	120
<b>12.</b>	<b>Conclusions and recommendations</b>	<b>122</b>
12.1	Recognising and monitoring diversity	122
12.2	Accommodation issues	123
12.3	Raising awareness of housing related services	124
12.4	Language	125
12.5	Future considerations	126
	<b>References</b>	<b>128</b>
	<b>Appendix 1: Registered Social Landlords Proforma</b>	<b>130</b>
	<b>Appendix 2: BME households' questionnaire</b>	<b>137</b>
	<b>Appendix 3: National Insurance number registrations to adult overseas nationals</b>	<b>168</b>
	<b>Appendix 4: Registrations for socially rented housing by ethnic group</b>	<b>171</b>
	<b>Appendix 5: Current job title</b>	<b>174</b>

## List of tables and figures

### Tables

- Table 1: Ethnic groups in Dorset 2001
- Table 2: ONS experimental statistics mid 2007
- Table 3: ONS experimental statistics mid 2007 – BME % of total population
- Table 4: ONS experimental statistics mid 2007 – % of BME population
- Table 5: Population change 1991 – 2008
- Table 6: NINo registrations to all overseas nationals
- Table 7: NINo registrations - % of overseas nationals from Accession countries
- Table 8: NINo registrations to all overseas nationals – South West region
- Table 9: Dorset school pupils' first language 2009
- Table 10: Top ten first languages of non-English speakers
- Table 11: Number of interviews by local authority area
- Table 12: Hours worked per week
- Table 13: Current employment contract
- Table 14: Intended length of stay in Dorset
- Table 15: Ethnic origin of respondents
- Table 16: Ethnic origin of respondents (regrouped)
- Table 17: Age of respondents
- Table 18: Age of respondents by ethnic origin
- Table 18: Age of respondents by ethnic origin
- Table 20: Gender of respondents by ethnic origin
- Table 21: Religion/belief of respondents
- Table 22: Religion/belief of respondents by ethnic group
- Table 23: Marital status of respondents by ethnic group
- Table 24: Number of children by ethnicity
- Table 25: Number of children per age group (by ethnicity)
- Table 26: Employment status
- Table 27: Employment status by ethnic group
- Table 28: Employment contract by ethnic group
- Table 29: Registered for National Insurance number
- Table 30: Annual gross income by local authority area
- Table 31: Annual gross income by ethnic group
- Table 32: Total household savings
- Table 33: Total household savings by ethnic group
- Table 34: Are you living in Dorset temporarily or permanently?
- Table 35: Are you living in Dorset temporarily or permanently (by ethnic group)?
- Table 36: Reasons for moving to a different property
- Table 37: Main factors influencing accommodation choice
- Table 38: Type of property by local authority area
- Table 39: Type of property by ethnic group
- Table 40: Property tenure by local authority area
- Table 41: Property tenure by ethnic group
- Table 42: Length of time in current property
- Table 43: Length of time in current property by ethnic group
- Table 44: Number of different homes
- Table 45: Number of different homes by ethnic origin
- Table 46: Rent/mortgage cost per month
- Table 47: Number of bedrooms
- Table 48: Number of bedrooms ethnic origin
- Table 49: Do you have enough space in the property?
- Table 50: Do you have enough space in the property (by ethnic group)?
- Table 51: Do you have enough space in the property (by tenure)?
- Table 52: Overall satisfaction with current accommodation
- Table 53: Overall satisfaction with current accommodation by ethnic group

Table 54: Overall satisfaction with current accommodation by tenure  
Table 55: Do you understand your entitlement/rights in relation to access to housing  
Table 56: Do you understand your entitlement/rights in relation to access to housing (by ethnic group)?  
Table 57: Will you move to a different property in the future?  
Table 58: Will you move to a different property in the future (by ethnic group)?  
Table 59: Preferred accommodation option  
Table 60: Preferred accommodation option by ethnic group  
Table 61: Main factors influencing choice of accommodation (by ethnic group)  
Table 62: Sense of belonging to local area  
Table 63: Sense of belonging to local area by ethnic group  
Table 64: Experienced crime or anti-social behaviour  
Table 65: Experienced crime or anti-social behaviour  
Table 66: Overall satisfaction with local area as a place to live  
Table 67: Overall satisfaction with local area by ethnic group  
Table 68: Disability and ill-health  
Table 69: Number of people in household needing help or support with daily tasks  
Table 70: How much help or support is needed with daily tasks?  
Table 71: Adaptations to accommodation  
Table 72: Additional accommodation needs  
Table 73: Older people's options for long-term care  
Table 74: Awareness of housing related services  
Table 75: Additional support needs  
Table 76: Is there an adult in your household unable to read or write English?  
Table 77: Is there an adult in your household unable to speak English?  
Table 78: Is there an adult in your household unable to read or write English (by ethnic group)?  
Table 79: Is there an adult in your household unable to speak English (by ethnic group)?  
Table 80: NINo registrations Christchurch 2002 – 2009  
Table 81: NINo registrations East Dorset 2002 – 2009  
Table 82: NINo registrations North Dorset 2002 – 2009  
Table 83: NINo registrations Purbeck 2002 – 2009  
Table 84: NINo registrations West Dorset 2002 – 2009  
Table 85: NINo registrations Weymouth & Portland 2002 – 2009  
Table 86: NINo registrations Poole 2002 – 2009  
Table 87: Housing registrations by ethnic group – East Dorset  
Table 88: Housing registrations by ethnic group – North Dorset  
Table 89: Housing registrations by ethnic group – Purbeck  
Table 90: Housing registrations by ethnic group – West Dorset  
Table 91: Housing registrations by ethnic group – Weymouth and Portland  
Table 92: Housing registrations by ethnic group – Poole

## **Figures**

Figure 1: Ethnic origin  
Figure 2: Age of respondents  
Figure 3: Religion or belief  
Figure 4: Temporary or permanent resident  
Figure 5: Current tenure  
Figure 6: Tenancy agreement by tenure  
Figure 7: Length of time in current property  
Figure 8: Rent/mortgage costs  
Figure 9: Satisfaction with accommodation by ethnic group  
Figure 10: Satisfaction with accommodation by tenure  
Figure 11: Aspirations to move to a different property  
Figure 12: Aspirations to move to a different property by ethnic group  
Figure 13: Preferred accommodation option  
Figure 14: Sense of belonging to local area

## Glossary

<b>BME</b>	Black and Minority Ethnic
<b>CBL</b>	Choice-Based Lettings
<b>CEE</b>	Central and Eastern European – this refers to the countries which joined the European Union in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia) and January 2007 (Bulgaria and Romania)
<b>DWP</b>	Department for Work and Pensions
<b>ESOL</b>	English for Speakers of Other Languages
<b>EU</b>	European Union – Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom
<b>GP</b>	General Practitioner
<b>GTAA</b>	Gypsy and Traveller Accommodation Assessment
<b>HA</b>	Housing Association
<b>HMO</b>	House in Multiple Occupation
<b>IPPR</b>	Institute for Public Policy Research
<b>LSC</b>	Learning and Skills Council
<b>NINo</b>	National Insurance Number
<b>ONS</b>	Office for National Statistics
<b>RSL</b>	Registered Social Landlord
<b>SHUSU</b>	Salford Housing & Urban Studies Unit

## **Section I: Background to the study**

This section outlines the background to the *Study of the Housing Requirements of Black and Minority Ethnic (BME) Households in Dorset and Poole*. It provides an overview of the aims and objectives, as well as outlining the methods employed in the study.

Furthermore, this section provides a review of a wide range of literature relating to BME communities from local, regional and national sources, including analysis of some of the official statistics available relating to the BME population.

# **1. Overview**

This report presents the findings of a study looking at the housing needs of Black and Minority Ethnic (BME) households in Dorset. The research was commissioned by Bournemouth, Dorset and Poole Strategic Housing Group in August 2009 and was conducted by a team of researchers from the Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from a number of community interviewers and was managed by a steering group composed of officers representing the Borough of Poole, Dorset County Council, Magna Housing Association and North Dorset District Council.

## **1.1 Background to the study**

The Office for National Statistics (ONS) published population estimates for all local authorities in England, providing an estimate of the Black and Minority Ethnic (BME) population in each area. The statistics for Dorset suggested that there had been an 85% increase in the BME population over the last five years, as well as a change in the composition of the BME population (Dorset County Council, 2008). This includes the arrival of Central and Eastern Europe communities since 2004.

With this increasing, but also diverse BME community, it was recognised that there was a lack of information on the housing needs of BME communities across Dorset. It is acknowledged that local authorities need to understand the housing needs and aspirations of all sections of the community in order to ensure equality of access, but also as part of the wider agenda of building sustainable communities. In order to address this issue the local authorities within Dorset decided to work collaboratively on a study looking at the housing needs of BME communities across the county. The study included the Borough of Poole; Christchurch Borough Council; East Dorset District Council; North Dorset District Council; Purbeck District Council; West Dorset District Council; and Weymouth and Portland Borough Council. Bournemouth Borough Council was not included in this study as they had already carried out research on BME housing needs.

## **1.2 Study brief**

The overall aims of the study were to increase the understanding of the housing needs of BME households, as well as ensuring that existing providers gave equal access to their services and integrated the needs of BME communities into their everyday activities.

The study has the following main objectives:

- To gain information on the current and projected BME population and households broken down by ethnicity, gender, age, sexuality, disability, religion, household type and income groups;
- To gain information on the current housing circumstances of BME households;
- To investigate the housing needs and aspirations of BME households, including any supported and sheltered housing needs;

- To assess the knowledge of BME households of the availability of current services and their ability/desire to access them;
- To identify any barriers (including shortfalls in communication between BME households and services providers) which may act as a barrier to accessing housing; and
- To identify the best methods of continuing engagement with, and communication to, BME communities in the future.

### **1.3 Outline of the report**

#### **Section I: Background to the study**

**Chapter 1** provides a brief overview of why the study is necessary, as well as outlining the main aims and objectives.

**Chapter 2** presents details of the methods involved in the assessment, including looking at the sampling strategy and sampling issues.

**Chapter 3** outlines some of the official statistics available with regards to BME communities in Dorset.

#### **Section II: Findings from stakeholder consultation**

**Chapter 4** contains analysis of the information provided by Registered Social Landlords (RSLs) across Dorset.

**Chapter 5** looks at the findings of interviews and focus groups carried out with key stakeholders and service providers.

#### **Section III: Findings from consultation with BME households**

**Chapter 6** offers an analysis of the characteristics of the survey sample of BME households interviewed in Dorset.

**Chapter 7** looks at the current accommodation experiences of the survey of households.

**Chapter 8** contains analysis of the survey in relation to respondents' views on their local area.

**Chapter 9** offers an analysis of any health and social care needs identified in the survey with BME households.

**Chapter 10** looks at the housing related services that people were currently using, including analysing awareness of particular services.

**Chapter 11** contains analysis of additional qualitative interviews carried out with BME households in Dorset.

Finally, **Chapter 12** provides some concluding comments and sets out some ways forward based on the findings of the assessment.



## 2. Methods

This study involved three separate but interrelated phases of data collection:

- Phase one: review of existing data and literature on BME communities;
- Phase two: consultation with key stakeholders; and
- Phase three: consultation with BME households.

Each of these phases is described in more detail below.

### 2.1 Phase one: review of existing data and literature

This initial phase involved reviewing of a wide range of information relating to BME communities from local, regional and national sources, including analysis of some of the official statistics available relating to BME communities.

This phase also involved identifying some of the key issues facing BME communities with regards to access to housing, services and general support, as well as issues around community cohesion highlighted in studies carried out locally and nationally (see Chapters 3 and 4).

### 2.2 Phase two: consultation with key stakeholders

This phase involved employing a number of different methods to consult with a range of service providers and other key stakeholders identified by the project steering group. Stakeholder consultation was vital in terms of providing information and insights around some of the key issues and problems facing BME communities across Dorset.

In each local authority area, a focus group was held with key officers from each Council and any other relevant services, including the Police, health care representatives and Dorset Race Equality Council. We also carried out a focus group with officers from Dorset County Council, including people from the following departments: Education; Supporting People; Diversity and Inclusion; and planning. For those unable to attend focus groups or in situations where there were not enough participants for a focus group, telephone interviews were carried out instead. A total of **twenty-seven** people took part in the stakeholder consultation; sixteen people participated in focus groups and eleven took part in one-to-one interviews. Stakeholder consultation included representatives from across the study area.

In addition, we also sought information from Registered Social Landlords (RSLs) across Dorset. This was done via a proforma which was sent to RSLs to complete. Ten RSLs were invited to take part in the study. An individual was identified within each organisation and the proforma was sent directly to that person with a timeframe for returning information. Participants were also contacted by telephone if they had not responded. A total of **seven** RSLs completed and returned a proforma (a response rate of 70%, which is high for self completion questionnaires). The proforma asked for information on the percentage of BME clients, the different

communities that were represented, how they engaged with BME communities as well as recommendations for improving engagement (see Appendix 1 for a copy of the proforma).

## **2.3 Phase three: consultation with BME households**

The third phase of the study involved undertaking personal interviews with members of the BME communities. There were two different methods of consultation:

1. A survey of BME households
2. In-depth interviews with BME households

### **Survey of BME households**

The survey took place between October 2009 and February 2010. The survey is discussed in greater detail below under three sections: questionnaire design; fieldwork and interviewers; and sampling issues.

#### *Questionnaire design*

The survey utilised a structured questionnaire, which contained the following sections:

- Your current home;
- Health and social care needs;
- Access to housing related services;
- Future accommodation aspirations; and
- About you and your household.

The questionnaire included a mixture of tick-box and open-ended questions. This mixed approach enabled us to gather quantifiable information, but also allowed for contextualisation and qualification by some narrative responses. A copy of the questionnaire can be found in Appendix 2 of this report.

#### *Fieldwork and interviewers*

Given the rural dimension of the study it was felt important to implement an approach to the survey which would enable access to individual households living across the respective local authority areas and not just confined to the main urban areas. The fieldwork for this study was carried out by community interviewers.

The recruitment and training of community interviewers was of crucial importance in engaging as effectively as possible with BME households providing access to a diverse range of participants. Community interviewer involvement also engendered a greater sense of ownership of the study and its findings. As such, the research was being undertaken in conjunction with the communities rather than the communities being seen as passive research subjects.

In order to standardise our fieldwork approach, each interviewer had to undergo a community interviewer training course. This course focused specifically on:

- An in-depth appreciation of the aims and objectives of the study;
- The necessary skills required to complete the interviews and ensure consistency of approach in asking the questions and recording information across the fieldwork force;
- The importance of having a representative sample in terms of ethnicity, geographical location, gender, age, household type;
- Issues of confidentiality; and
- Interviewer safety.

The training also included familiarity with the questionnaire, with a particular emphasis on developing a shared understanding of the vocabulary and concepts used in the research. Each interviewer then had to demonstrate their understanding of the issues raised in the training session through practical use of the questionnaire. Those who successfully completed the training and practical work were presented with a *Certificate of Attendance* from the University of Salford and could begin work as a community interviewer. Each questionnaire that was returned by the community interviewers was subject to quality control and appropriate feedback was given to the interviewers.

The study recruited a total of twenty-two community interviewers. The interviewers had links with BME communities across the local authorities of Dorset; however, there was a predominance of interviewers with contacts in the Borough of Poole and West Dorset. This is perhaps unsurprising given that these areas had the highest concentration of BME populations (see Chapter 4). Each interviewer was given a target number of interviews to achieve; however, due to a relatively high drop-out rate, a degree of flexibility was required with some interviewers able to undertake more interviews than others.

In addition to the community interviewers involved in the research, SHUSU fieldwork staff also gained access to a small number of interviewees through key stakeholders.

### *Sampling issues*

In the absence of a comprehensive database which provides details of individuals' addresses and ethnic origin, it was necessary to take a flexible and pragmatic approach to the sample selection procedure. In terms of the Black and minority ethnic communities included in the study, the survey sought to include all those who were not identified as White British, with the exception of Gypsy and Traveller communities. Gypsy and Traveller households were not included in the study as a Gypsy and Traveller Accommodation Assessment (GTAA) had already been carried out in Dorset in 2006 by Anglia Ruskin University. The GTAA outlined the accommodation needs of Gypsies and Travellers across Dorset in terms of pitch requirements, as well focusing on issues such as health, education and discrimination.

An initial target sample of 500 interviews was agreed with the Project Steering Group, stratified first by local authority area, on the basis of the relative size of the BME populations, and then by ethnic groups. However, it was recognised that the

available evidence on the size of the BME populations was far from comprehensive and as such was used more as a guide. A total of **469** interviews were completed for the study.

There were two primary sampling strategies employed in the study. The first was 'snowball' sampling, whereby interviewers were encouraged to interview members of their own community or people they knew/were in contact with. Through these contacts, they were then introduced to additional participants. The second was 'opportunistic' sampling whereby interviewers would simply go to places where there were known BME populations – for example, places of worship, specialist shops, libraries, English for Speakers of Other Languages (ESOL) classes, etc. – in order to engage people in the research.

The interviewers were also encouraged to interview households across Dorset, rather than simply within their own local authority area. However, this proved problematic for many interviewers given the smaller numbers and dispersed nature of BME households in some areas. In an attempt to increase the response rate from the local authorities, members of the SHUSU research team contacted a number of key stakeholders and community contacts for assistance with access to additional participants.

### **In-depth interviews with BME households**

Respondents who took part in the survey were asked if they were willing to take part in additional consultation focusing on providing further information about the situation of BME communities in Dorset. Just over a quarter of the sample indicated that they were willing to take part. From these respondents we selected a number of people from each local authority area to invite to take part in a focus group; however, it was difficult to arrange focus groups given people's different availability. We therefore carried out one focus group with the remaining people taking part in one-to-one interviews (by telephone or face to face). In total, **twenty** people took part in additional consultation and we were able to interview at least one person from every local authority area.

### **A cautionary note**

In reviewing the findings from this survey a number of issues need to be taken into account. Firstly, while there are a number of perceived benefits from working with community interviewers as opposed to a market research company, it is likely that the former approach involved the interviewers engaging with people that they knew from their community. Hence, in some cases, it was not necessarily a random sample approach, although we endeavoured to compensate for this by recruiting interviewers from a range of ethnic backgrounds across the study area. Secondly, the smaller number of achieved interviews with BME households from some of the local authority areas means that the statistical robustness of the findings from these interviews is questionable. Rather, the findings should be seen as indicative of the issues facing these households rather than being representative. It was reported by a number of community interviewers that there was sometimes reluctance to take part in the study. This reluctance occurred for a range of reasons, including: perceptions that the study was not relevant to them and concerns about what the information would be used for. A smaller number of interviews in an area therefore reflects the ability to access participants – it does not necessarily mean that there were no

communities in that area. Thirdly, while instruction was given to the interviewers about the terminology used (for example, an explanation was given about the various forms of supported housing), it is likely that some of these concepts were unfamiliar to the survey respondents and this could have impacted on their understanding of the question.

Having considered the limitations of the approach, it should be noted that the findings for the sample as a whole are robust given the numbers involved in the survey. Furthermore, the inclusion of stakeholder consultation and additional in-depth interviews with BME households provides further information on the situation in each local authority area.

### **3. What the official data tells us about BME communities in Dorset**

This chapter provides a brief summary of the BME population in Dorset, drawing on what selected official data tells us. It will focus on some of the changes that have occurred in the Dorset population based on the following official data sources: Census data and National Insurance number registrations (NINo).

#### **3.1 Census data**

At the time of the 2001 Census approximately 692,730 people resided in Dorset (Dorset County Council, 2008a), of which 98.7% were recorded as White (ONS, 2001). Overall the data suggests that the authorities in Dorset had a lower percentage of BME communities than the average for England. Bournemouth appears to be the area with the most diverse population. Table 1 below shows the percentage of the population that was from a minority ethnic group for each local authority area.

Although the Census provides a useful starting point for looking at the population in Dorset, it needs to be recognised that it is out of date particularly as it is prior to European Union (EU) expansion. This means that Census data has limited use with regards to showing population flows from Central and Eastern Europe (CEE), which have come to represent the largest component of UK arrivals.

#### **Recent estimates**

The Office for National Statistics (ONS) has published some 'experimental estimates' for local authority areas across England. These show changes in the BME population since 2001. Experimental statistics for Dorset (excluding Poole) suggested that the BME population has increased from 3.2% in 2001 to 5.9% in 2006 (Dorset County Council, 2008b). The most recent population estimates (2007) are shown in Table 2 below.

Bournemouth has the highest proportion of the local BME population; however, Poole, as the second highest populated area has experienced a large proportion of in-migration, particularly from Central and Eastern Europe. As can be seen – following Bournemouth – Poole has the largest BME population (an estimated population of 9,700), while Christchurch and Purbeck have the smallest (3,000 and 3,500 respectively). Looking at the percentage of each population from BME communities, West Dorset has the highest percentage, with BME communities constituting 7.6% of the population. This is followed by Poole (7%). North Dorset has the lowest percentage, with 5.7% of its population being from BME communities. As can be seen, 'White Other' was the largest BME population in all areas across Dorset.

With regards to the percentage of the total population in each area from BME groups, White Other represents the highest percentage across Dorset. The data suggests that some areas may have particular communities; for example, West Dorset has a higher than average percentage of Chinese or Other communities (see Table 3).

In relation to what percentage of the BME population each particular ethnic group constitutes, once again, the data highlights the dominance of White Other communities (around a third in each local authority area) (see Table 4).

In addition, the Guardian newspaper recently published a Factfile about the UK population. This Factfile projected an increase in the UK population of 16.91% between 2010 and 2050. The Factfile also published statistics showing the percentage increase for each local authority area from 1991 to 2008. The percentage increase for the study area ranges from 4% in Poole to 27% in North Dorset (see Table 5 below).

Table 1: Ethnic groups in Dorset 2001

Ethnic group (%)		England	Bournemouth	Poole	Christchurch	East Dorset	North Dorset	Purbeck	West Dorset	Weymouth & Portland
<b>White</b>	White: British	86.99	92.49	95.98	96.83	97.16	96.60	96.64	96.69	96.62
	White: Irish	1.27	0.96	0.62	0.72	0.53	0.53	0.60	0.54	0.63
	White: Other White	2.66	3.23	1.60	1.37	1.30	1.49	1.58	1.44	1.20
<b>Mixed</b>	White & Black Caribbean	0.47	0.26	0.15	0.10	0.12	0.11	0.11	0.13	0.18
	White & Black African	0.16	0.17	0.08	0.04	0.07	0.06	0.07	0.06	0.08
	White & Asian	0.37	0.39	0.25	0.18	0.20	0.18	0.13	0.16	0.21
	Other Mixed	0.31	0.37	0.19	0.12	0.12	0.12	0.12	0.16	0.12
<b>Asian or Asian British</b>	Indian	2.09	0.30	0.23	0.10	0.11	0.05	0.04	0.09	0.06
	Pakistani	1.44	0.06	0.04	0.03	0.03	0.02	0.01	0.03	0.02
	Bangladeshi	0.56	0.13	0.13	0.06	0.05	0.09	0.04	0.04	0.08
	Other Asian	0.48	0.21	0.12	0.06	0.04	0.24	0.05	0.06	0.06
<b>Black or Black British</b>	Caribbean	1.14	0.13	0.06	0.05	0.02	0.06	0.03	0.03	0.25
	African	0.97	0.25	0.10	0.06	0.03	0.05	0.03	0.08	0.11
	Other Black	0.19	0.04	0.02	0.02	0.01	0.01	0.01	0.01	0.05
<b>Chinese or Other</b>	Chinese	0.45	0.44	0.25	0.16	0.14	0.22	0.18	0.30	0.18
	Other ethnic group	0.44	0.57	0.18	0.11	0.08	0.16	0.36	0.19	0.14

Source: Dorset County Council (2008a)

Table 2: ONS experimental statistics mid 2007

Ethnic group		England	Bournemouth	Poole	Christchurch	East Dorset	North Dorset	Purbeck	West Dorset	Weymouth & Portland
<b>All groups</b>		51,092,000	163,200	138,100	45,400	85,800	67,600	45,800	97,100	65,100
<b>White</b>	White: British	42,736,000	144,700	128,300	42,600	81,000	63,200	42,300	90,400	60,900
	White: Irish	570,500	1,500	1,000	400	600	500	300	700	500
	White: Other White	1,776,300	6,800	3,100	1,000	1,700	1,500	1,200	2,200	1,300
<b>Mixed</b>	White & Black Caribbean	282,900	500	400	100	200	200	100	200	200
	White & Black African	114,300	400	300	100	100	100	0	100	100
	White & Asian	260,900	800	500	200	200	200	100	300	200
	Other Mixed	212,000	700	400	100	200	100	100	200	100
<b>Asian or Asian British</b>	Indian	1,316,000	1,400	900	200	400	300	200	500	300
	Pakistani	905,700	500	300	100	200	100	100	200	200
	Bangladeshi	353,900	400	300	100	100	100	100	100	100
	Other Asian	339,200	600	300	100	100	300	100	200	100
<b>Black or Black British</b>	Caribbean	599,700	600	300	100	200	200	100	200	400
	African	730,600	1,100	600	200	300	300	100	400	300
	Other Black	117,600	200	100	0	0	0	0	0	100
<b>Chinese or Other</b>	Chinese	400,300	1,400	600	100	300	200	500	800	200
	Other ethnic group	376,100	1,600	600	200	300	300	500	400	200
<b>All BME</b>		8,356,000	18,500	9,700	3,000	4,900	4,400	3,500	6,500	4,300
<b>% BME</b>		<b>16.4</b>	<b>11.3</b>	<b>7.0</b>	<b>6.5</b>	<b>6.6</b>	<b>5.7</b>	<b>6.5</b>	<b>7.6</b>	<b>6.7</b>

Source: Dorset County Council Research and Information Group.



Table 3: ONS experimental statistics mid 2007 – BME % of total population

<b>Ethnicity</b>	<b>England</b>	<b>Bournemouth</b>	<b>Poole</b>	<b>Christchurch</b>	<b>East Dorset</b>	<b>North Dorset</b>	<b>Purbeck</b>	<b>West Dorset</b>	<b>Weymouth &amp; Portland</b>
White Irish	1.1	0.9	0.7	0.7	0.9	0.7	0.7	0.7	0.7
White Other	3.5	4.2	2.2	2.2	2.2	2.0	2.2	2.6	2.3
Mixed	1.7	1.5	1.2	0.9	1.1	0.8	0.9	0.7	0.8
Asian or Asian British	5.7	1.8	1.3	1.0	1.1	0.9	1.2	1.1	1.0
Black or Black British	2.8	1.2	0.7	0.7	0.7	0.6	0.7	0.4	0.6
Chinese or Other	1.5	1.8	0.9	1.0	0.7	0.7	0.7	2.2	1.2

Source: Dorset County Council Research and Information Group.

Table 4: ONS experimental statistics mid 2007 – % of BME population

<b>Ethnicity</b>	<b>England</b>	<b>Bournemouth</b>	<b>Poole</b>	<b>Christchurch</b>	<b>East Dorset</b>	<b>North Dorset</b>	<b>Purbeck</b>	<b>West Dorset</b>	<b>Weymouth &amp; Portland</b>
White Irish	6.8	8.1	10.3	10.6	13.3	12.2	11.4	8.6	10.8
White Other	21.3	36.8	32.0	34.1	33.3	34.7	34.1	34.3	33.8
Mixed	10.4	13.0	16.5	13.6	16.7	14.3	13.6	8.6	12.3
Asian or Asian British	34.9	15.7	18.6	15.5	16.7	16.3	18.2	14.3	15.4
Black or Black British	17.3	10.3	10.3	11.0	10.0	10.2	11.4	5.7	9.2
Chinese or Other	9.3	16.2	12.4	15.2	10.0	12.2	11.4	28.6	18.5

Source: Dorset County Council Research and Information Group.

Table 5: Population change 1991 – 2008

<b>Area</b>	<b>% change in population</b>
North Dorset	27
West Dorset	13
Christchurch	11
East Dorset	9
Purbeck	6
Weymouth & Portland	5
Poole	4

Source: <http://www.guardian.co.uk/uk/datablog/2010/apr/23/factfile-uk-population-immigration-race-marriage>

### 3.2 National Insurance number registrations (NINo)

Around 12,860 overseas nationals registered for a National Insurance number in Dorset between 2002 and 2009; 41% of these were in Poole. In all local authority areas, the figures increased to a peak in 2006/07, after which they have reduced. However, it must be recognised that they still remain higher than earlier figures (i.e. pre-2004). The data suggests that around 37% of registrations are from Accession countries; however, this percentage varies across local authorities ranging from 20% in Christchurch to 53% in Weymouth and Portland. Appendix 3 of this report provides more detailed information on the world area of origin of overseas nationals.

Comparing the figures for Dorset to the South West region as a whole, the data suggests that, like Dorset, the South West region has seen an increase in registrations up until 2006/07, after which the number has reduced. NINo registrations in Dorset (excluding Bournemouth) constitute around 6% of registrations in the South West region. It must be recognised that this information shows how many people have registered for a National Insurance Number. It does not show if people have moved to a different area of the UK or how many people have returned to their home country since registering. These figures also rely on official registration and therefore cannot account for those who are not registered.

Table 6: NINo registrations to all overseas nationals

Year	Poole	Christchurch	East Dorset	North Dorset	Purbeck	West Dorset	Weymouth & Portland	Total
2002/03	400	80	90	120	70	170	90	<b>1,020</b>
2003/04	390	80	100	100	70	160	80	<b>980</b>
2004/05	510	80	110	130	130	220	160	<b>1,340</b>
2005/06	710	90	150	230	230	300	280	<b>1,990</b>
2006/07	1,120	120	220	370	290	340	310	<b>2,770</b>
2007/08	1,090	100	180	290	340	290	250	<b>2,540</b>
2008/09	1,060	90	170	210	220	260	210	<b>2,220</b>
<b>Total</b>	<b>5,280</b>	<b>640</b>	<b>1,020</b>	<b>1,450</b>	<b>1,350</b>	<b>1,740</b>	<b>1,380</b>	<b>12,860</b>
<b>%</b>	<b>41</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>14</b>	<b>11</b>	<b>100</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

Table 7: NINo registrations - % of overseas nationals from Accession countries

Area	Accession countries as % of all overseas registrations
<b>Weymouth &amp; Portland</b>	53
<b>North Dorset</b>	47
<b>Poole</b>	38
<b>West Dorset</b>	33
<b>Purbeck</b>	30
<b>East Dorset</b>	25
<b>Christchurch</b>	20

Table 8: NINo registrations to all overseas nationals – South West region

Year	South West region	Study area	Study area as a % of the region
2002/03	15,420	1,020	7
2003/04	16,070	980	6
2004/05	22,570	1,340	6
2005/06	34,060	1,990	6
2006/07	41,230	2,770	7
2007/08	38,900	2,540	7
2008/09	33,110	2,220	7
<b>Total</b>	<b>201,360</b>	<b>12,860</b>	<b>6</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

### 3.3 Pupil Level Annual Schools Census (PLASC)

PLASC records the first language of pupils who have entered local authority maintained schools. Looking at Dorset as a whole, 1.3% of pupils who have entered local authority maintained schools had non-English as a first language. However, the data suggests there are some differences between districts. For example, this percentage was lower in East Dorset and Purbeck (just less than 1% for both) and higher in Weymouth and Portland, North Dorset and Poole (1.6%, 2% and 3% respectively).

Looking at the data in greater detail indicated that – after English – Polish was the most widely spoken first language amongst pupils, followed by Bengali. Table 10 below illustrates the top ten first languages of non-English speakers; however, the data indicated that there were around eighty different first languages of pupils in Dorset.

Table 9: Dorset school pupils' first language 2009

First language	Christchurch	East Dorset	North Dorset	Purbeck	West Dorset	Weymouth & Portland	Poole	Dorset
English	5,075 98.9%	8,609 99.2%	8,274 98.0%	5,590 99.2%	12,125 98.8%	8,517 98.4%	17,657 96.9%	48,190 98.7%
Non-English	56 1.1%	72 0.8%	172 2.0%	46 0.8%	147 1.2%	141 1.6%	563 3.0%	634 1.3%
<b>Total</b>	<b>5,131</b>	<b>8,681</b>	<b>8,446</b>	<b>5,636</b>	<b>12,272</b>	<b>8,658</b>	<b>18,220</b>	<b>48,824</b>

Table 10: Top ten first languages of non-English speakers

First language	Christchurch	East Dorset	North Dorset	Purbeck	West Dorset	Weymouth & Portland	Poole	Total
Polish	4	6	41	11	22	46	105	235
Bengali	12	24	20	1	14	24	57	152
Malayalam	-	-	3	1	8	-	75	87
German	4	9	11	5	14	14	10	67
Chinese	3	-	15	-	8	7	19	52
Portuguese	-	3	2	-	1	4	38	48
Spanish	-	3	2	5	4	3	27	44
Russian	1	1	5	1	6	2	26	42
French	2	4	4	3	6	5	18	42
Tagalog/Filipino	3	-	4	3	5	-	25	40

### 3.4 Other data

We also asked Dorset County Council and each local authority to provide any data they had in relation to BME communities accessing housing and related support. Appendix 4 contains information for each local authority housing department in relation to the ethnicity of households registered with each Council. This data estimates that the percentage of BME households included on the housing register in each local authority area is as follows:

- Poole 4%
- East Dorset 3%
- West Dorset 3%
- Weymouth and Portland 3%
- Purbeck 1%
- North Dorset Less than 1%

These percentages are based on the most recent statistics available at the time of writing (Spring/Summer 2010). Data for Christchurch was not available.

The section that follows focuses on the findings of the consultation carried out with key stakeholders across Dorset.

## **Section II**

### **Findings from stakeholder consultation**

This section explores the views of various stakeholders on the housing and related needs of BME communities. It is divided into two chapters: the first focuses on the information given by the Registered Social Landlords; the second focuses on the issues emerging from the interviews and focus groups with key stakeholders.

## 4. Consultation with Registered Social Landlords (RSLs)

This chapter outlines the findings from the RSL proforma, focusing on the ethnic monitoring carried out within RSLs; the services provided and promotion of these; English language support available within RSLs; and the perceptions of the needs of BME communities.

As highlighted in Chapter 2, **seven** proformas were completed and returned. These were completed by the following organisations:

- *East Dorset Housing Association* (member of the Synergy Housing Group, which manages over 9,000 properties across Dorset and Hampshire).
- *Magna Housing Association* (over 8,000 properties in South West England, including West Dorset District Council's stock).
- *Poole Housing Partnership* (provides housing management and maintenance of Borough of Poole properties, covering around 4,600 tenants).
- *Purbeck Housing Trust* (over 1,700 properties for rent).
- *Raglan Housing Association* (owns and manages over 11,000 properties, covering 100 local authority areas).
- *Sovereign Twynham* (own and manage over 20,000 homes in the south of England, including Christchurch Borough Council's stock).
- *Weymouth and Portland Housing* (also a member of the Synergy Housing Group, which manages over 9,000 properties across Dorset and Hampshire).

### 4.1 Ethnic monitoring

#### Current clients

The RSLs who completed the proforma indicated that they routinely collected statistics on the ethnic profile of the people who live in their houses or are registered with them. They estimated that somewhere between 1% and 4% of their clients were from BME communities.

In terms of the different ethnic groups that RSLs provided services to, Mixed (White and Asian) were mentioned most frequently (six of the seven RSLs made reference to housing White and Asian), followed by White European (five), Chinese (five), White and Black Caribbean (four), Indian (four), African (four), White and Black African (three), Pakistani (three), Caribbean (three), Bangladeshi (two), Gypsies and Travellers (two) and African Indian (one). One RSL indicated that they collected information on ethnicity differently to how it was requested in the proforma; however, they did not elaborate on their method of ethnic monitoring.

## Housing Registers

Three RSLs stated that they did not hold the registers for their services so could not provide information about the ethnic make-up of waiting lists. These registers would be held with the local authority (see Section 3.4 above and Appendix 4 for information on ethnicity of people on housing registers). The remaining RSLs indicated that BME communities made up between 1 and 4% of the waiting list (although 1 to 2% was more common). The following ethnic groups featured on the waiting list, in order of frequency: White and Asian, Chinese, White and Black Caribbean, White and Black African, Pakistani, African, Bangladeshi, White European, Caribbean and Gypsies and Travellers.

There were mixed views from RSLs with regards to whether the number of BME households they provided services to had changed over the last few years. For some it had increased while for others it had decreased, not changed at all or they did not know.

The increases were attributed to *“better communications and awareness”* and *“an increase in Eastern Europeans”*. In terms of the decrease, it was thought that this may be due to the Choice Based Lettings system: *“the services we offer are significantly affected by the Choice Based Lettings service provided by local authorities”*. They did not elaborate on why this would lead to a decrease in BME communities using their services; however, previous studies have suggested concerns about the complexity of this system, particularly for those from outside the UK (Hunt *et al.*, 2008).

## 4.2 Promotion of services

All respondents were involved in the provision of social housing and related services, including: housing management, response repairs, planned works, management of housing registers, provision of housing advice service, and homelessness services. The RSLs used a number of methods to promote their services. The most common method was a newsletter; however, reference was also made to placing posters in the community and maintaining a website (these were mentioned six times each). The methods that were used less frequently were e-mail (three), adverts in the local press (two), and community events (one). Five RSLs indicated that they *partially* promote their services to the BME communities. One RSL indicated that they did not promote to BME communities at all. In terms of the type of promotion targeted at BME communities, this included a mail shot specifically to BME applicants to promote how to make bids for properties; the advertisement of Board vacancies at community groups; the development of area/resident profiles to target as necessary to particular communities; and the targeting of BME communities in staff recruitment.

Only a small number of RSLs felt that BME communities were fully aware of all the services that their organisation provided. The majority of the RSLs who responded did not know the extent of the knowledge that BME communities have about their services. For one RSL this was part of their customer insight profiling; however, others suggested that there was no research that could confirm what residents were aware of. It was also suggested that some members of the community are hard to reach and the information is difficult to monitor.

Despite this lack of information on how aware BME communities are, RSLs felt that it was relatively easy for BME households to access their services. The reasons for this perception included the fact that they had BME tenants, plus BME households on the waiting list; and they undertake equality impact assessments and an annual satisfaction survey.

### **4.3 English language support**

The RSLs who responded indicated that they frequently provide support to people who approach the organisation but cannot speak English. The support they provided was most frequently a translation service in the office or leaflets in different languages (these were mentioned six times each). Some RSLs also made reference to home visits with an interpreter (four RSLs), use of Language Line (one), and a telephone translation service that can be used in the client's home (one).

All RSLs indicated that they provided information in minority languages. These included Polish, Chinese, Thai, Farsi, Bengali, Portuguese and Spanish. It was also stated that they can provide any language on request.

### **4.4 The needs of BME communities**

Generally speaking, the RSLs that responded did not think that their organisation needed to develop services for BME communities. There were also mixed views on whether or not there was a need for a service catering specifically for the needs of BME communities. Those who stated there was a need felt that as BME communities represented a small group it was important that services actively engaged with them. It was also felt that BME communities were at a disadvantage when accessing and receiving services in the UK. Those who felt there was no need for specific services indicated that BME households have the same needs as other communities, particularly with regards to housing.

The following is a list of the priority support needs which RSLs felt were relevant to BME communities:

- Advocacy support where English is not the first language;
- Community-based support;
- Recognition of diversity and cultural differences;
- Improved access to services by improving communication methods;
- Provision of accessible information and advice in a coordinated and comprehensive way;
- The development of opportunities to encourage communities to come together and take part in activities which combat social and cultural isolation;
- Greater awareness of financial inclusion, provision of land and publicity of services to the Gypsy and Traveller communities; and
- Assessment of the needs of the Somali community.

The following is a list of the priority housing-related needs which RSLs felt were relevant to BME communities:



- Tenancy support once households have moved in;
- The identification of housing needs which may reflect cultural and historical influences;
- Determining the need for accommodation for Gypsies and Travellers;
- Greater consideration of means of consultation and engagement with BME communities to identify the most appropriate mechanisms for promoting housing services (although this could arguably apply to other service areas as well);
- To review housing models across Dorset to ensure they are sensitive to the cultural and religious needs of a diverse community; and
- The consideration of BME families needs at planning/procurement stage of bedroom provision.

## 4.5 Recommendations

The RSLs who took part in the consultation made the following recommendations for the housing and related support needs of local BME communities:

- Recognise support needs at different stages of housing process; for example, promoting scheme, application, bidding, offer, tenancy sign-up, new tenant support, and on going tenancy issues;
- Review current models of housing to ensure that they are sensitive to the cultural and religious needs of a diverse BME population;
- More housing needed for *all* members of the community, particularly homes suitable for families;
- Genuine involvement of BME communities in the committees/steering groups established to define and respond to the findings of surveys;
- Raise cultural awareness within services;
- Need for more advocacy support;
- Opportunities/activities should be developed which encourage different communities to come together. These could also help combat isolation faced by some communities;
- Use of case studies to highlight the support and assistance that can be provided by organisations to different communities; and
- Increased funding to cover specialist support needs.

It was also suggested that there was a requirement to determine the accommodation needs of Gypsies and Travellers (i.e. site-based accommodation or bricks and mortar); however, as highlighted previously, this would have been addressed in Dorset's Gypsy and Traveller Accommodation Assessment (GTAA) carried out in 2006.

## 5. Stakeholder interviews and focus groups

This chapter presents the findings from the interviews and focus groups with key stakeholders across Dorset. As highlighted previously, a total of **twenty-seven** stakeholders took part in this consultation. This included:

- Interviews/focus groups with key officers from each local authority, covering the following services: Housing; Equalities; Planning; and Environmental Health;
- A focus group with officers from Dorset County Council, including people from the following departments: Education; Supporting People; Diversity and Inclusion; and Planning.
- Interviews/focus groups with the Police, health care representatives and Dorset Race Equality Council.

The interviews/focus groups explored stakeholders' views on changes in BME population in Dorset; community cohesion; issues for service providers; the key barriers facing BME communities; and recommendations for how to engage with BME communities.

### 5.1 The profile and nature of the BME communities in Dorset

Stakeholder consultation suggested that there were a diverse range of communities residing in Dorset. This included: Ghurkha, Chinese, Bangladeshi, Afghan, Iraqi, Thai, African-Caribbean, Portuguese, Iranian, Bengali, Gypsies and Travellers, Indian, Turkish, Zimbabwean, South African and people from Central and Eastern Europe. The largest of these communities were thought to be those from Central and Eastern Europe, particularly Polish; however, Chinese and Gypsy and Traveller communities were also thought to be substantial as well.

It was commonly believed that the number of BME households in Dorset is small, with households living in larger urban areas such as Bournemouth where there is a more diverse population. Some stakeholders, particularly those in the more rural areas, had little or no contact with BME communities. These stakeholders often suggested that the BME community in their areas was very small and disengaged from the Council altogether. Council employees had varying degrees of contact with BME communities. The reasons given for contact related to environmental health issues, domestic violence, homelessness, and problems with housing resulting from loss of employment. However, on a more positive note, reference was made to a number of public engagement events which had been successful in establishing contact with BME households.

#### Changes in the BME profile

Perhaps unsurprisingly, respondents made reference to Central and Eastern European communities as the fastest growing BME communities in Dorset, although some felt that this had slowed with the economic downturn. Overall, stakeholders felt that the size of the BME community had increased. People tended to suggest that the population had increased between 1% and 6%.

## **5.2 Key issues for BME communities**

The local authority officers who took part in the consultation identified a number of key issues for BME communities in Dorset. These areas sometimes posed difficulties for them, and for other public service providers, in relation to the provision of services.

### **BME communities are ‘hard to reach’ and ‘small in number’**

This was an often held perception amongst service providers. There was evidence that efforts had been made to engage with some communities; however, it was suggested that this is sometimes difficult because people have not always been interested in engaging with the local authorities. Some respondents questioned the efficiency of spending resources on engaging communities that were small in number.

### **Affordability and availability of housing**

Consultation suggested that BME households, like other households in Dorset, were experiencing difficulties accessing affordable housing. Reference was also made to problems with HMOs, particularly those accommodating Central and Eastern European (CEE) migrants. Although stakeholders did not elaborate on what these problems were, previous studies have highlighted CEE migrants living in poor quality accommodation, sometimes sharing bedrooms with people who are not family members (Scullion and Morris, 2009). For Gypsy and Traveller communities the key problem was the lack of authorised sites, an issue that was highlighted in Dorset’s Gypsy and Traveller Accommodation Assessment (GTAA).

Stakeholders also made reference to the issue of BME communities in the prison system. It was suggested that one of the four prisons in the County had a high population of BME prisoners. It was felt that statistics relating to the BME population in Dorset often excluded the prison population.

### **Awareness of cultural differences**

Stakeholder consultation suggested there was sometimes a lack of understanding of cultural differences between communities. Health services, for example, were not always aware of the cultural differences between patients. It was also felt that engagement activities in general needed to be more culturally appropriate:

*“In the past we have put on events such as pub lunches but it is very unlikely that any BME person is going to attend that sort of event – it is mainly white British”*

Some stakeholders, however, were involved in community development work, promoting awareness of the diversity of communities and cultures, particularly in schools.

## **Language barriers**

As highlighted in previous studies language barriers can be a key issue for some BME communities. Interestingly, one issue that was highlighted related to workplace safety and concerns that Central and Eastern European workers may not understand issues around health and safety at work due to language barriers.

There were mixed views on the need for interpretation/translation services. Some stakeholders suggested that services 'do not go out of their way' to provide interpretation services, while others indicated that they did not have sufficient evidence on whether language services were required or not.

Stakeholder consultation suggested that, on the whole, information in minority languages was only translated and provided on request. With regards to the Police, for legal processes there had to be interpretation provided, but for other interactions they would often rely on informal translation. For some stakeholders, translation of material was often considered to be inefficient in terms of resources, particularly if only a small number of leaflets are required.

Furthermore, one respondent made reference not only to the costs of language services but also the fact that they often had to use the services of interpreters from Bristol and London:

*"At the NHS we have to pay Language Solutions if they are needed but they usually have to come from London or Bristol so it can take them quite a few hours just to get to us, so it takes time for that to be in place to even start helping the person. And we pay for it and it is very expensive too"*

It was not clear as to whether this respondent had the option to access local interpreters or whether they were contractually obliged to use the services of one particular translation and interpretation service.

## **Crime and personal safety**

There were a number of comments made by stakeholders in relation to crime and personal safety; with particular reference to discrimination and hate crime. Hate crime is any criminal offence that is motivated by hostility or prejudice based upon a person's disability; race; religion or belief; sexual orientation; or gender. The under-reporting of hate crime has been raised in previous studies with BME communities and was felt to be an issue for some BME communities in Dorset. It was suggested that in some countries, perceptions of the Police may be very negative. People therefore need to understand the supportive and protective role that the Police in the UK can play, particularly in relation to discrimination.

Furthermore, one stakeholder made reference to the example of racially motivated bullying in schools being recorded as bullying rather than as a racist incident. Respondents made reference to particular examples of racist harassment towards European students who are visiting for the summer and racist incidents occurring on public transport (particularly buses).

The majority of stakeholders did not feel that there were any community cohesion issues in Dorset. However, this was contradicted by some accounts which made reference to problems experienced by some communities; for example, Gypsies and Travellers:

*“The problem is that the settled community do not want Gypsies and Travellers near their houses”*

*“There have been cohesion issues in relation to Gypsies and Travellers but not really BME”*

As highlighted previously, however, a Gypsy and Traveller Accommodation Assessment (GTAA) had already been carried out in Dorset in 2006 by Anglia Ruskin University.

Consultation suggested some confusion about what ‘cohesion’ is, with assumptions that the aim is for BME communities to be more cohesive within themselves, rather than cohesion focusing on the relationship between different communities:

*“There is a lot of small numbers, rather than large groups of BME communities - it is hard for them to feel part of a cohesive group”*

There was evidence, however, that some districts were holding multi-cultural events which aimed to encourage community cohesion. This again implies awareness that there are issues that need addressing.

### **Access to services**

The respondents made reference to legal services, education, health care and services for people experiencing domestic violence in the interviews/focus groups. With regards to accessing legal representation, it was highlighted that more support was needed especially in relation to the language barriers as mentioned previously.

In relation to education, one stakeholder highlighted that Dorset County Council employed ethnic minority bilingual workers who support BME communities in the schools.

Some respondents also made reference to the issue of domestic violence, particularly where women have found it difficult to access refuges because they are not eligible for public funds (due to immigration status).

There were a number of issues raised in relation to accessing health care. Firstly, it was suggested that the UK health system is not always trusted by foreign-born nationals who are used to a different system in their home country. Secondly, it was highlighted that there can be a lack of understanding about when or how to access health care, as one health care worker highlighted:

*“Lots of BME people don’t access services until their condition gets very serious [for example] in relation to mental health issues, but on the other hand sometimes they go to A & E for something as simple as a sore throat because they simply don’t know that they can register for a GP. So it is a lack of knowledge about what they are entitled to”*

## **Dissemination of information**

Linking in with the point above in relation to health care services, lack of information can be a barrier for BME communities. It was suggested that there can be a lack of understanding of the Council and public services. It was also felt that there was a need for new migrant communities in Dorset to understand UK laws as different countries have different laws in relation to driving, weapons, drinking, etc.

### **5.3 Recommendations on how to engage with the BME communities**

There were a number of suggestions made by stakeholders in relation to enhancing engagement with BME communities in Dorset:

- Greater involvement with the Dorset Race Equality Council, making greater use of a resource that already exists;
- There should be an effort to engage with community organisations (although it was felt that these were more likely to be found in Bournemouth);
- Mapping the BME population would assist in finding out where they should target engagement activity;
- Amending promotional material to ensure BME populations are aware of the services that are available;
- Develop a public services workforce that is more culturally aware. This would give confidence to the BME community that their needs will be accounted for and would build trust;
- Determine the level of engagement that BME communities *want* to have with public services;
- Increase funding to continue and develop the engagement work that is already being undertaken; and
- Commitment from within the Councils and an understanding at Member and Officer level of the resources needed to respond to specific needs.

## **Section III**

### **Findings from consultation with BME households**

This section provides a comprehensive analysis of the survey and in-depth focus groups and interviews with BME households across Dorset. It is divided into the following key chapters: characteristics of the sample; current accommodation; views on local area; health and social care needs; housing related services; and findings from qualitative interviews.

The chapters take the format of a description/discussion of data, with the larger tables relating to the data presented at the end of each chapter.

## 6. Characteristics of the survey sample

A total of **469** interviews were carried out with BME households across Dorset between October 2009 and February 2010. This chapter presents information about the characteristics of those who defined themselves as being from the BME communities in Dorset (i.e. not White British). It outlines the distribution of the sample by local authority area; ethnicity; age and gender; religion or belief; sexual orientation; household size; employment status; and whether or not they are temporary or permanent residents. As highlighted previously, the large data tables are presented at the end of the chapter.

### 6.1 Local authority area

Over half (56%) of the sample were living within the Borough of Poole, followed by West Dorset (15%). Purbeck and North Dorset had the smallest number of interviews (4% and 3% respectively).

Table 11 below illustrates the distribution of the sample by local authority area. The column to the far right compares this with the ONS estimates for Dorset shown previously in Table 2. This column shows the number and percentage of the BME population in each area.

As highlighted in Chapter 2, the study sample reflects the networks of the community interviewers and their ability to access people in a particular area. Given the lower response rates in some areas caution may need to be exercised in the interpretation of findings, particularly when sub-groups of respondents are examined (i.e. information analysed by ethnic origin).

Table 11: Number of interviews by local authority area

Local authority area			ONS estimates 2007	
	No.	%	No.	%
Poole	264	56	9,700	27
West Dorset	71	15	6,500	18
Weymouth and Portland	39	8	4,300	12
Christchurch	31	7	3,000	8
East Dorset	31	7	4,900	13
Purbeck	18	4	3,500	10
North Dorset	15	3	4,400	12
<b>Total</b>	<b>469</b>	<b>100</b>	<b>36,300</b>	<b>100</b>

Please note that percentages have been rounded up or down accordingly throughout the analysis of the survey; therefore not all totals will add up to 100%.

### 6.2 Ethnic origin

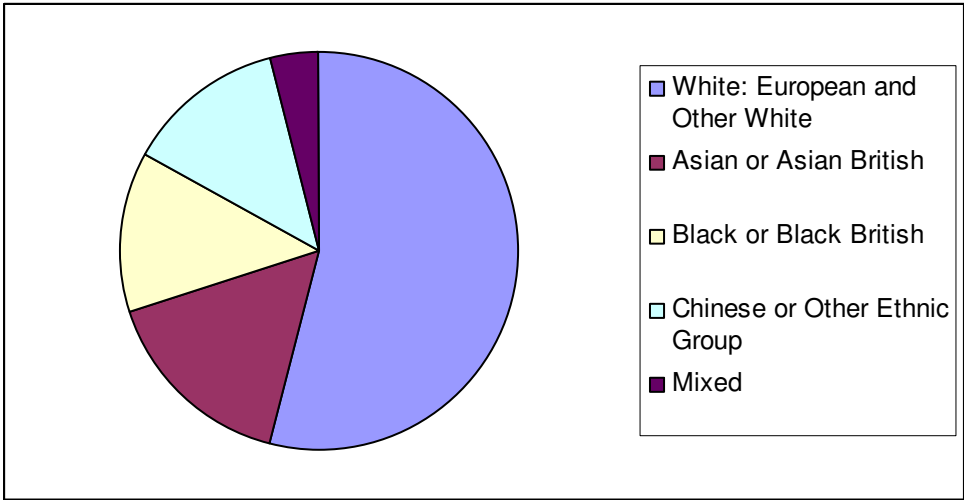
With regards to the ethnic origin of respondents, there was a diverse range of ethnic groups living in Dorset. Perhaps unsurprisingly, given the number of people who have arrived in the UK since EU enlargement in May 2004, half of the sample identified themselves as White European. Following White European, Indian and Black African were the next most common ethnic groups (11% and 10% respectively. This was higher than the ONS estimates, which were 8% and 6% respectively).



For analysis purposes the ethnicity information has been regrouped into five distinct categories: White (European and Other White); Mixed; Asian or Asian British; Black or Black British; and Chinese or Other Ethnic Group (see Figure 1 below).

There was a diversity of respondents in all local authority areas. Poole, West Dorset and Christchurch, for example, had respondents from all of the ethnic categories. Looking at the sample as a whole, just over half (54%) were White (European or Other). This percentage was highest in Weymouth and Portland and North Dorset (72% and 80% respectively) and lowest in West Dorset (34%), where the sample included higher numbers of Black and Asian respondents. The ONS estimates for 2007 suggested that around 33% of BME communities were White Other. The higher percentage of White (European and Other) respondents in our sample may reflect the networks of the community interviewers.

Figure 1: Ethnic origin

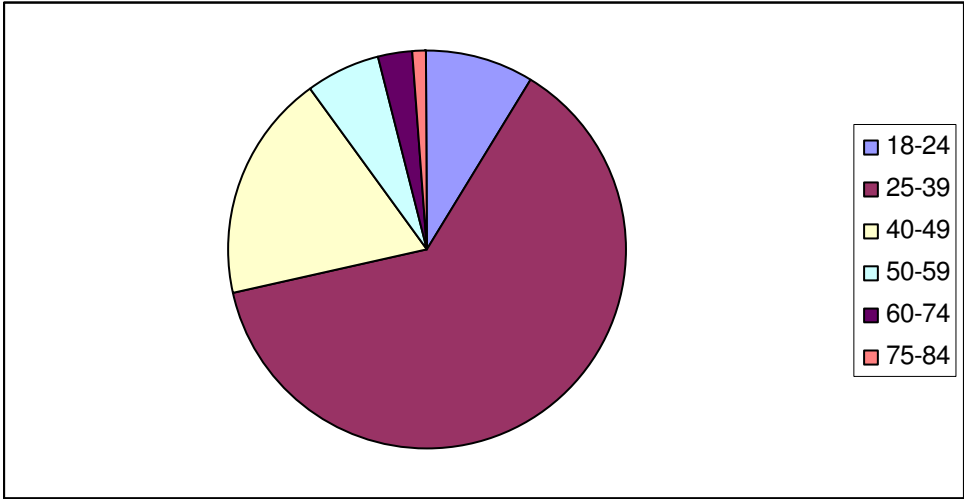


### 6.3 Age and gender

The majority of respondents were aged 25-39 (63%); this was followed by 40-49 (19%). Only around 4% were over retirement age, compared to ONS figures for Dorset and Poole (2008) which suggest that around 28% of people were of retirement age (ONS mid-year population estimates 2008, selected age groups). Looking at age by ethnic origin, 72% of the White (European and Other) category were aged 25-39, with White (European and Other) respondents making up 62% of all the respondents aged 25-39. This dominance of the 25-39 age range is not surprising given the number of White European respondents. Official statistics for Central and Eastern European migrants – for example, Worker Registration scheme data – shows that this age range has dominated arrivals to the UK.

The Black or Black British and Chinese or Other ethnic group had the highest percentages of older respondents; 22% of the Chinese or Other ethnic group and 17% of Black/Black British respondents were over the age of fifty (compared to the sample average of 10%).

Figure 2: Age of respondents



With regards to gender, 45% of the sample were male and 54% female. Only one respondent indicated that they were transgender/transsexual. There were higher numbers of female respondents in North Dorset (79%, albeit based on a smaller sample size) and Christchurch (68%).

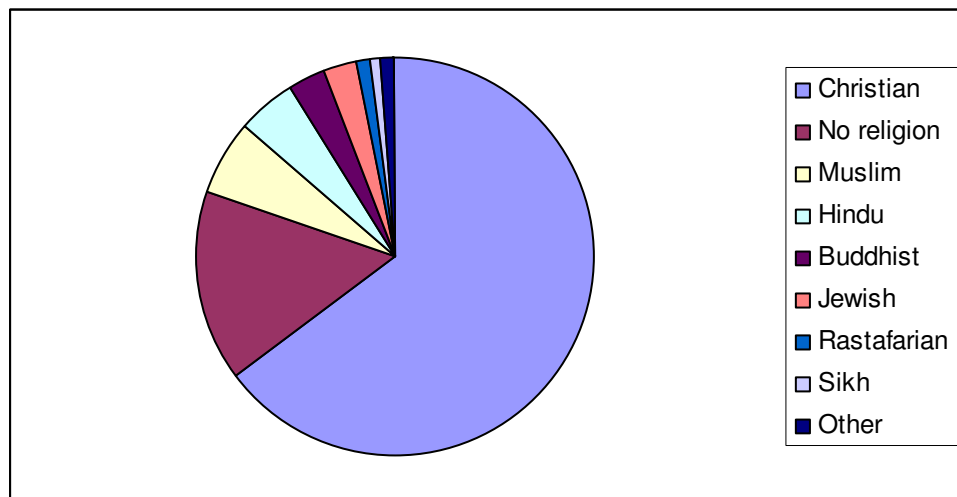
Looking at the gender of respondents by ethnic origin shows some differences between ethnic groups. The Black/Black British and Chinese or Other group had a relatively even split between male and female respondents, with a slightly higher percentage of female respondents. The percentage of female respondents was highest amongst the Mixed and White ethnic group (65% and 64% respectively), while the Asian or Asian British category was dominated by male respondents (82%).

### 6.4 Religion or belief

The majority of respondents (66%) indicated that they were Christian. This percentage was highest amongst Black/Black British and White respondents (84% and 78% respectively). Following Christianity, the next most common response was 'no religion' (16% of respondents). This response was most frequent amongst the Chinese and Other ethnic group (20% of respondents). Six people stated that they had some 'other' religion or belief; when asked to elaborate the following responses were given: 'Jesus of Latter-Day Saints', 'African Traditional', 'Seventh-day Adventist', 'Shinto' and 'Quaker'.

Poole and West Dorset had the greatest diversity in relation to religion/belief across the sample; however, this perhaps reflects the larger sample sizes in these areas.

Figure 3: Religion or belief



## 6.5 Sexual orientation

The majority of the sample (96%) indicated that they were heterosexual. Only a small number of respondents (three) stated that they were gay, while sixteen respondents said that they preferred not to say.

## 6.6 Household information

With regards to marital status, 54% of the sample as a whole were currently living with a spouse. This percentage was highest amongst the Asian/Asian British and Mixed respondents (74% and 65% respectively). An additional 13% were living with a partner. This percentage was highest amongst the White (European and Other) group (19%) and lower amongst all the other ethnic groups. Comparing this to data for the population of Dorset, CLG figures (2006) suggest that 52% of households in Dorset were married and 8% were co-habiting (CLG, 2006 household projections by local authority and household type).

A third of respondents (33%) were single (i.e. not living with a spouse/cohabiting). This percentage was highest amongst the Black/Black British group, with over half of these respondents being single.

It needs to be taken into account that the survey explored who the respondents were living with in the UK and some respondents may have had spouses/partners who were living in their home country.

With regards to children, a total of 234 respondents (50%) had children in their household. The number of children per household ranged from one to six children, with just over a quarter of respondents having two children. There were 381 children amongst those 234 households; an average of 1.63 children per household.

We also wanted to explore how many people were living with non-family members. Across the sample as a whole, 20% of respondents were currently living with non-family members. This percentage was highest amongst the European and Other White respondents (25% of the European & Other White sample; 66% of those who were living with non-family members).

## **6.7 Employment status**

Looking at the employment status of the respondents, 55% were working full time, 14% were working part time and 8% were self employed. The percentage of respondents working full time was highest in Weymouth and Portland (67%); they also had the lowest number of respondents who indicated that they were unemployed (3%, compared to the sample average of 9%). Appendix 5 provides a list of the job title of respondents.

The Chinese and Other ethnic group had the lowest percentage of people in full time employment (42%, compared to the sample average of 55%); however, they had a higher percentage of people who were self employed (15%, compared to the sample average of 8%).

The Asian/Asian British sample had the highest percentage of people in full time employment (68%). This could be explained by the higher percentage of male respondents in the sample (see discussion below with regards to higher levels of unemployment amongst women). The Black/Black British and Mixed groups had the highest percentage of respondents who were unemployed (20% and 15% respectively, compared to the sample average of 9%).

Thirty-eight respondents (8%) indicated that they were a full time carer/homemaker; 92% of these were female.

With regards to the respondents who were currently unemployed, the length of time they had been without paid work varied. Just over a quarter (26%) indicated that they had never worked in the UK; 78% of these were female. An additional 23% stated that they had been unemployed for more than twelve months (77% were female) with a further 23% suggesting they had been unemployed for four to six months (again, 77% were female). Looking at the marital status of those who were unemployed, however, shows that the majority were married or had a partner, which could suggest that they were dependent on their spouse or partner.

### **Hours worked per week**

Over a third of the sample (38%) worked thirty to forty hours per week. This was followed by 18% who worked forty-one to fifty hours per week. Of the respondents who worked fifty-one to sixty hours, five (36%) were White (European or Other). The respondents who worked over sixty hours were spread across the different ethnic groups, with no particular ethnic group being dominant.

Table 12: Hours worked per week

Hours	No.	%
16 hours or less	23	5
17-29	53	11
30-40	179	38
41-50	86	18
51-60	14	3
61-70	4	1
71 or more	2	<1
<b>Total</b>	<b>361</b>	<b>100</b>

### Employment contract

The majority of respondents had a permanent employment contract (81%), with 11% indicating that they had a temporary contract. Four people stated 'Other' for their employment contract; three indicated that they were self employed while one stated that they carried out 'agency work'.

Looking at employment contract by ethnic group, there were similar percentages across the ethnic groups, with the exception of Black/Black British who had a lower percentage of respondents with a permanent contract (71%, compared to the sample average of 81%) and a higher percentage of temporary contracts (14%, compared to the sample average of 11%). The Mixed and Chinese and Other ethnic group had a higher percentage of people with permanent contracts (both 86%).

We also asked all respondents if they were registered for payment of National Insurance contributions; 89% said that they were and 9% said they were not. Interestingly, 3% did not know; this percentage was highest amongst the Chinese or Other ethnic group (9%). The Mixed group had the lowest percentage of people registered for National Insurance (70%).

Table 13: Current employment contract

Hours	No.	%
Permanent	292	81
Temporary	41	11
Fixed term contract	9	3
Don't know	8	2
Seasonal/ad hoc	5	1
Other	4	1
<b>Total</b>	<b>359</b>	<b>100</b>

Note: this excludes two interviews where this data had not been provided by the respondent. These are identified as 'missing cases'.

## 6.8 Income and savings

We asked respondents to indicate their annual gross income. Perhaps unsurprisingly, given the sensitivity of income related questions, 35% of respondents stated that they preferred not to say. This percentage was highest amongst the Chinese or Other ethnic group and Asian/Asian British group (47% and 44% respectively). The Black/Black British respondents were most likely to talk about their income (28% indicated that they preferred not to say, compared to the sample average of 35%). Tables 30 and 31, at the end of this chapter, therefore focus solely on those who provided an answer.

Annual gross income ranged from under £2,600 to over £104,000 (one respondent, who indicated that they were a 'manager'). The median income range was £20,801 - £26,000. This appears to be in line with the median annual gross income for full time employees in Dorset, which was recorded as £22,700 in 2009 (ONS, 2009, Annual Pay – Gross for Full Time Employee Jobs – Dorset County).

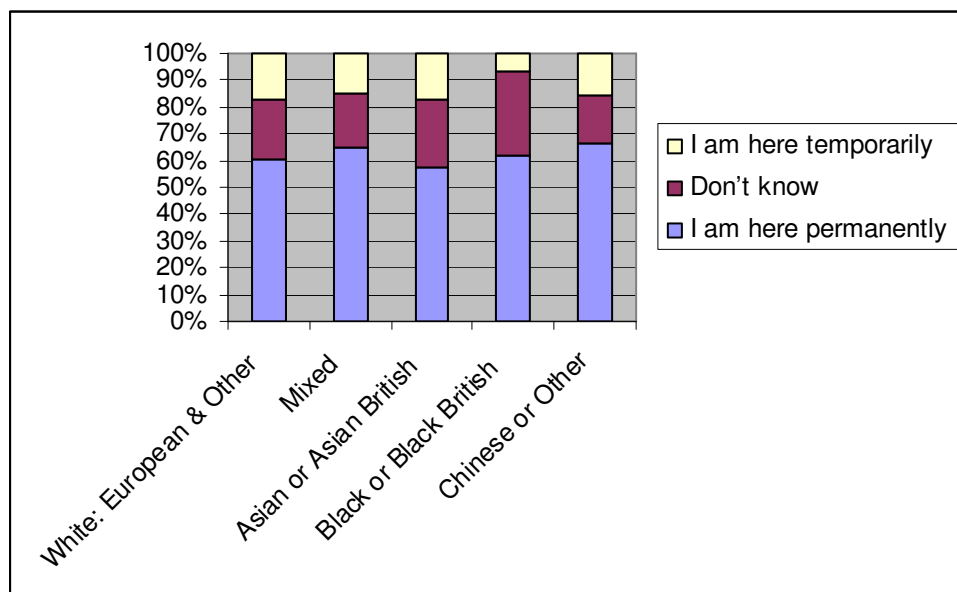
We also asked respondents to indicate their household savings. As with income above, a large proportion of the sample (46%) preferred not to discuss their household savings. As above the Black/Black British respondents were most likely to talk about their income (36% indicated that they preferred not to say, compared to the sample average of 46%), while the Chinese or Other ethnic group were least likely to talk about savings (50% preferred not to say). Nearly half (46%) of those who responded to the question about savings indicated that they did not have any savings. Based on the respondents in sample who provided an answer, the median savings was actually 'none'. A housing needs survey carried out in Dorset in 2007 suggested a median level of savings of £4,500 across Dorset (Fordham Research, 2008). However, we need to take into account the economic climate of the past few years and how this will have potentially affected the savings of *all* households.

## 6.9 Temporary or permanent resident

Finally we wanted to know if respondents were living in Dorset temporarily or permanently; 61% of the sample indicated that they intended to live in Dorset permanently, while 15% were here temporarily. Just under a quarter of respondents (23%) did not know how long they would stay in Dorset, this percentage was highest in West Dorset with a third of respondents being unsure about how long they intended to stay. The respondents interviewed in North Dorset had the highest percentage of people who indicated that they were permanent residents (albeit based on a smaller sample size).

There appeared to be no pattern between ethnic group and whether they were temporary or permanent residents, although the Black/Black British group had the highest percentage of people who were not sure of their intentions (32%, compared to sample average of 23%). This data is interesting as it indicates that a significant proportion of migrant worker communities from Central and Eastern Europe may have longer-term intentions.

Figure 4: Temporary or permanent resident



### Intended length of stay

We asked respondents who stated that they were here temporarily to indicate how long they intended to stay. Over a third (38%) of households did not know how long they would remain in Dorset; 18% would be staying up to six months; 17% would be staying between one and two years; while 18% would be staying for two years or more. Again, there was no pattern between intended length of stay and ethnic origin, although the four Black/Black British respondents all indicated that they intended to stay more than two years.

Table 14: Intended length of stay in Dorset

Intended length of stay	No.	%
3-6 months	13	18
6-9 months	4	6
9-12 months	3	4
1-2 years	12	17
2-3 years	6	8
3 years or more	7	10
Don't know	27	38
<b>Total</b>	<b>72</b>	<b>100</b>

Finally we asked the respondents who were living in Dorset temporarily to indicate where they would go once they left; 62% of respondents said that they would return to their home country, while over a third (36%) stated that they did not know where they would go.

## 6.10 Tables

### Ethnic origin

Table 15: Ethnic origin of respondents

Ethnic origin	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
White European	235	50	130	49	24	34	26	67	17	55	18	58	8	44	12	80
Indian	51	11	39	15	6	8	-	-	2	6	4	13	-	-	-	-
Black African	48	10	27	10	10	14	2	5	4	13	3	10	1	6	1	7
Any other ethnic group	34	7	14	5	9	13	2	5	3	10	4	13	2	11	-	-
Any other White background	18	4	11	4	-	-	2	5	1	3	1	3	3	17	-	-
Chinese	17	4	10	4	2	3	2	5	1	3	-	-	2	11	-	-
Bangladeshi	12	3	3	1	7	10	-	-	-	-	-	-	2	11	-	-
Filipino	10	2	9	3	1	1	-	-	-	-	-	-	-	-	-	-
Any other Asian background	9	2	5	2	2	3	-	-	1	3	-	-	-	-	1	7
Mixed – White & Asian	7	1	3	1	3	4	-	-	1	3	-	-	-	-	-	-
Mixed – White & Black Caribbean	6	1	4	2	1	1	-	-	1	3	-	-	-	-	-	-
Black Caribbean	6	1	2	1	2	3	2	5	-	-	-	-	-	-	-	-
Any other Black background	5	1	-	-	2	3	1	3	-	-	1	3	-	-	1	7
Mixed – White & Black African	4	1	2	1	1	1	1	3	-	-	-	-	-	-	-	-
Pakistani	4	1	3	1	1	1	-	-	-	-	-	-	-	-	-	-
Any other mixed background	3	1	2	1	-	-	1	3	-	-	-	-	-	-	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>



Table 16: Ethnic origin of respondents (regrouped)

Ethnic origin	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
White: European and Other White	253	54	141	53	24	34	28	72	18	58	19	61	11	61	12	80
Asian or Asian British	76	16	50	19	16	23	-	-	3	10	4	13	2	11	1	7
Black or Black British	59	13	29	11	14	20	5	13	4	13	4	13	1	6	2	14
Chinese or Other Ethnic Group	61	13	33	13	12	17	4	10	4	13	4	13	4	22	-	-
Mixed	20	4	11	4	5	7	2	5	2	6	-	-	-	-	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

## Age

Table 17: Age of respondents

Age	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
18-24	42	9	28	11	5	7	5	13	3	10	1	3	-	-	-	-
25-39	290	63	171	66	36	53	21	54	19	63	22	71	11	61	10	67
40-49	86	19	45	17	16	24	8	21	5	17	4	13	4	22	4	27
50-59	26	6	8	3	9	13	4	10	1	3	3	10	1	6	-	-
60-74	12	3	6	2	2	3	1	3	-	-	1	3	2	11	-	-
75-84	5	1	2	1	-	-	-	-	2	7	-	-	-	-	1	7
<b>Total</b>	<b>461</b>	<b>100</b>	<b>260</b>	<b>100</b>	<b>68</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: this excludes eight missing cases

Table 18: Age of respondents by ethnic origin

Age	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
18-24	42	9	28	11	1	6	7	9	3	5	3	5
25-39	290	63	179	72	12	67	45	58	25	43	29	49
40-49	86	19	29	12	3	2	21	27	19	33	14	24
50-59	26	6	7	3	2	11	2	3	8	14	7	12
60-74	12	3	4	2	-	-	2	3	2	3	4	7
75-84	5	1	3	1	-	-	-	-	-	-	2	3
<b>Total</b>	<b>461</b>	<b>100</b>	<b>250</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>59</b>	<b>100</b>

Note: excludes eight missing cases

## Gender

Table 19: Gender of respondents

Gender	Local Authority															
	All		Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Female	250	54	139	53	32	47	22	56	21	68	16	53	9	53	11	79
Male	209	45	121	46	36	53	17	44	10	32	14	47	8	47	3	21
Transgender/Transexual	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>460</b>	<b>100</b>	<b>261</b>	<b>100</b>	<b>68</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>14</b>	<b>100</b>

Note: excludes nine missing cases

Table 20: Gender of respondents by ethnic origin

Age	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Female	250	54	160	64	13	65	14	18	29	54	34	57
Male	209	45	89	36	7	35	63	82	25	46	25	42
Transgender/Transexual	1	1	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>460</b>	<b>100</b>	<b>249</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>54</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes nine missing cases

## Religion or belief

Table 21: Religion/belief of respondents

Religion or belief	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Christian	306	66	175	67	40	57	24	63	23	77	23	74	11	61	10	67
No religion	72	16	37	14	10	14	9	24	4	13	3	10	5	28	4	27
Muslim	29	6	16	6	10	14	2	5	-	-	-	-	1	6	-	-
Hindu	23	5	17	6	2	3	-	-	1	3	2	6	-	-	1	7
Jewish	13	3	8	3	2	3	-	-	1	3	2	6	-	-	-	-
Buddhist	12	3	3	1	5	7	1	3	1	3	1	3	1	6	-	-
Other	6	1	4	2	1	1	1	3	-	-	-	-	-	-	-	-
Rastafarian	2	<1	1	<1	-	-	1	3	-	-	-	-	-	-	-	-
Sikh	1	<1	1	<1	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>464</b>	<b>100</b>	<b>262</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes five missing cases

Table 22: Religion/belief of respondents by ethnic group

Religion or belief	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Christian	306	66	197	78	10	50	32	42	47	84	20	33
No religion	72	16	45	18	5	25	5	6	5	9	12	20
Muslim	29	6	4	2	4	20	13	17	1	18	7	12
Hindu	23	5	-	-	-	-	23	30	-	-	-	-
Jewish	13	3	1	<1	-	-	-	-	-	-	12	20
Buddhist	12	3	3	1	1	5	2	3	-	-	6	10
Other	6	1	1	<1	-	-	-	-	2	4	3	5
Rastafarian	2	<1	-	-	-	-	1	1	1	18	-	-
Sikh	1	<1	-	-	-	-	1	1	-	-	-	-
<b>Total</b>	<b>464</b>	<b>100</b>	<b>251</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes five missing cases

## Marital status

Table 23: Marital status of respondents by ethnic group

Marital status	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Married	251	54	121	48	13	65	58	74	23	40	36	60
Single	157	33	84	33	6	30	17	22	31	53	18	30
Cohabiting	61	13	48	19	1	5	3	4	4	7	6	10
<b>Total</b>	<b>469</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

## Number of children

Table 24: Number of children by ethnicity

Number of children	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
None	235	50	134	53	9	45	33	42	28	48	31	51
One	123	26	68	27	5	25	20	26	15	26	15	25
Two	84	18	38	15	3	15	20	26	13	22	10	17
Three	21	4	9	4	3	15	4	5	1	2	4	7
Four	4	1	3	1	-	-	1	1	-	-	-	-
Five	1	<1	1	<1	-	-	-	-	-	-	-	-
Six	1	<1	-	-	-	-	-	-	1	2	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

Table 25: Number of children per age group (by ethnicity)

Age range	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
0 – 5	163	43	91	48	5	25	38	50	16	32	13	28
6 – 10	107	28	55	29	7	35	19	25	15	30	11	24
11 – 17	111	29	43	23	8	40	19	25	19	38	22	48
<b>Total</b>	<b>381</b>	<b>100</b>	<b>189</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>76</b>	<b>100</b>	<b>50</b>	<b>100</b>	<b>46</b>	<b>100</b>

## Employment status

Table 26: Employment status

Employment status	Local Authority															
	All		Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Employed (full time)	257	55	146	56	42	59	26	67	18	58	14	45	6	33	5	33
Employed (part time)	65	14	37	14	6	8	7	18	4	13	4	13	3	17	4	27
Unemployed	43	9	23	9	8	11	1	3	4	13	3	10	3	17	1	7
Self-employed	39	8	19	7	8	11	4	10	-	-	4	13	3	17	1	7
Full-time homemaker/carers	38	8	24	9	5	7	-	-	2	6	3	10	1	6	3	20
Full-time student	13	3	9	3	-	-	1	3	1	3	2	6	-	-	-	-
Retired	12	3	4	6	2	3	-	-	2	6	1	3	2	11	1	7
<b>Total</b>	<b>467</b>	<b>100</b>	<b>262</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes two missing cases

Table 27: Employment status by ethnic group

Employment status	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Employed (full time)	257	55	138	55	10	50	52	68	32	57	25	42
Employed (part time)	65	14	38	15	2	10	8	10	8	14	9	15
Unemployed	43	9	19	8	3	15	4	5	11	20	6	10
Self-employed	39	8	20	8	3	15	5	6	2	4	9	15
Full-time homemaker/carer	38	8	28	11	-	-	5	6	1	2	4	7
Full-time student	13	3	3	1	2	10	3	4	2	4	3	5
Retired	12	3	6	2	-	-	1	1	1	2	4	7
<b>Total</b>	<b>467</b>	<b>100</b>	<b>252</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes two missing cases

## Employment contract

Table 28: Employment contract by ethnic group

Contract type	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Permanent	292	81	161	82	12	86	53	82	30	71	36	86
Temporary	41	11	23	12	1	7	7	11	6	14	4	10
Fixed term contract	9	3	5	3	-	-	2	3	2	5	-	-
Don't know	8	2	3	2	1	7	1	2	1	2	2	5
Seasonal/ad hoc	5	1	1	1	-	-	1	2	3	7	-	-
Other	4	1	3	2	-	-	1	2	-	-	-	-
<b>Total</b>	<b>359</b>	<b>100</b>	<b>196</b>	<b>100</b>	<b>14</b>	<b>100</b>	<b>65</b>	<b>100</b>	<b>42</b>	<b>100</b>	<b>42</b>	<b>100</b>

Note: excludes two missing cases

## Registered for National Insurance

Table 29: Registered for National Insurance number

NINo registered	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	403	89	225	91	14	70	68	92	51	91	45	80
No	39	9	18	7	6	30	5	7	4	7	6	11
Don't know	12	3	5	2	-	-	1	1	1	2	5	9
<b>Total</b>	<b>454</b>	<b>100</b>	<b>248</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>56</b>	<b>100</b>

Note: excludes eight missing cases and seven respondents who indicated that they preferred not to say



## Annual gross income

Table 30: Annual gross income by local authority area

Annual gross income	Local authority																
	All		Cumulative	Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Under £2,600	5	2	2	3	2	-	-	-	-	-	-	1	5	-	-	1	9
£2,600 - £5,200	10	3	5	4	2	2	4	1	4	-	-	1	5	2	18	-	-
£5,201 - £7,800	10	3	8	5	3	1	2	2	7	-	-	-	-	2	18	-	-
£7,801 - £10,400	6	2	10	2	1	2	4	1	4	1	5	-	-	-	-	-	-
£10,401 - £13,000	18	6	16	12	7	2	4	-	-	1	5	1	5	1	9	1	9
£13,001 - £15,600	34	11	27	21	13	5	10	2	7	2	11	1	5	1	9	2	18
£15,601 - £18,200	25	8	35	13	8	4	8	1	4	3	16	3	14	1	9	-	-
£18,201 - £20,800	26	8	43	14	8	6	13	2	7	-	-	3	14	1	9	-	-
£20,801 - £26,000	38	12	55	18	11	9	19	2	7	5	26	-	-	1	9	3	27
£26,001 - £36,400	39	13	68	24	14	3	6	6	21	1	5	3	14	1	9	1	9
£36,401 - £46,800	37	12	80	21	13	6	13	3	11	3	16	3	14	1	9	-	-
£46,801 - £57,200	11	4	84	7	4	1	2	1	4	1	5	1	5	-	-	-	-
£57,201 - £67,600	8	3	87	3	2	3	6	1	4	-	-	1	5	-	-	-	-
£67,601 - £78,000	6	2	89	3	2	1	2	-	-	-	-	2	10	-	-	-	-
£78,001 - £88,400	3	1	90	1	1	1	2	-	-	-	-	1	5	-	-	-	-
Over £104,000	1	<1	90	-	-	1	2	-	-	-	-	-	-	-	-	-	-
None	9	3	93	7	4	-	-	-	-	1	5	-	-	-	-	1	9
Don't know	20	7	100	10	6	1	2	6	21	1	5	-	-	-	-	2	18
<b>Total</b>	<b>306</b>	<b>100</b>	<b>100</b>	<b>168</b>	<b>100</b>	<b>48</b>	<b>100</b>	<b>28</b>	<b>100</b>	<b>19</b>	<b>100</b>	<b>21</b>	<b>100</b>	<b>11</b>	<b>100</b>	<b>11</b>	<b>100</b>

Table 31: Annual gross income by ethnic group

Annual gross income	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Under £2,600	5	2	2	1	-	-	-	-	2	5	1	3
£2,600 - £5,200	10	3	2	1	-	-	3	7	3	7	2	6
£5,201 - £7,800	10	3	6	3	1	8	-	-	1	2	2	6
£7,801 - £10,400	6	2	4	2	1	8	-	-	-	-	1	3
£10,401 - £13,000	18	6	10	6	1	8	2	5	2	5	3	9
£13,001 - £15,600	34	11	23	13	2	15	5	11	4	10	-	-
£15,601 - £18,200	25	8	18	10	2	15	1	2	2	5	2	6
£18,201 - £20,800	26	8	19	11	-	-	2	5	2	5	3	9
£20,801 - £26,000	38	12	24	14	-	-	2	5	7	17	5	16
£26,001 - £36,400	39	13	24	14	-	-	9	20	3	7	3	9
£36,401 - £46,800	37	12	13	7	2	15	11	25	7	17	4	13
£46,801 - £57,200	11	4	4	2	1	8	5	11	1	2	-	-
£57,201 - £67,600	8	3	2	1	-	-	3	7	3	7	-	-
£67,601 - £78,000	6	2	4	2	1	8	-	-	1	2	-	-
£78,001 - £88,400	3	1	1	1	-	-	-	-	-	-	2	6
Over £104,000	1	<1	-	-	-	-	-	-	-	-	1	3
None	9	3	4	2	2	15	1	2	1	2	1	3
Don't know	20	7	16	9	-	-	-	-	2	5	2	6
<b>Total</b>	<b>306</b>	<b>100</b>	<b>176</b>	<b>100</b>	<b>13</b>	<b>100</b>	<b>44</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>32</b>	<b>100</b>

## Total household savings

Table 32: Total household savings

Household savings	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In debt	21	8	11	7	4	12	3	17	1	8	2	12	-	-	-	-
None	116	46	75	50	14	41	7	39	4	31	7	41	5	50	4	50
£1 - £1,000	44	18	30	20	5	15	2	11	2	15	1	6	3	30	1	25
£1,001 - £5,000	33	13	19	13	1	3	2	11	3	23	5	29	2	20	1	25
£5,001 - £10,000	15	6	7	5	2	6	1	6	3	23	1	6	-	-	1	25
£10,001 - £25,000	11	4	5	3	2	6	3	17	-	-	-	-	-	-	1	25
£25,001 - £50,000	5	2	3	2	2	6	-	-	-	-	-	-	-	-	-	-
£50,001 - £100,000	6	2	1	1	4	12	-	-	-	-	1	6	-	-	-	-
<b>Total</b>	<b>251</b>	<b>100</b>	<b>151</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>13</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>10</b>	<b>100</b>	<b>8</b>	<b>100</b>

Table 33: Total household savings by ethnic group

Household savings	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
In debt	21	8	11	9	1	7	1	2	5	14	3	10
None	116	46	54	42	8	57	22	52	21	58	11	37
£1 - £1,000	44	18	19	15	3	21	9	21	5	14	8	27
£1,001 - £5,000	33	13	22	17	2	14	5	12	4	11	-	-
£5,001 - £10,000	15	6	14	11	-	-	-	-	-	-	1	3
£10,001 - £25,000	11	4	6	5	-	-	1	2	-	-	4	13
£25,001 - £50,000	5	2	-	-	-	-	3	7	1	3	1	3
£50,001 - £100,000	6	2	3	2	-	-	1	2	-	-	2	7
<b>Total</b>	<b>251</b>	<b>100</b>	<b>129</b>	<b>100</b>	<b>14</b>	<b>100</b>	<b>42</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>30</b>	<b>100</b>

## Temporary or permanent resident

Table 34: Are you living in Dorset temporarily or permanently?

	Local Authority															
	All		Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
I am here permanently	285	61	159	60	39	56	23	61	22	71	19	61	12	66	11	73
Don't know how long I will live here	109	23	59	22	23	33	9	24	5	16	8	26	3	17	2	13
I am here temporarily	72	15	45	17	8	11	6	16	4	13	4	13	3	17	2	13
<b>Total</b>	<b>466</b>	<b>100</b>	<b>263</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes three missing cases

Table 35: Are you living in Dorset temporarily or permanently (by ethnic group)?

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
I am here permanently	285	61	153	60	13	68	45	58	35	63	39	65
Don't know how long I will live here	109	23	56	22	4	21	20	26	18	32	11	18
I am here temporarily	72	15	43	17	3	16	13	17	4	7	9	15
<b>Total</b>	<b>466</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>19</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>60</b>	<b>100</b>

## 7. Current accommodation

This chapter outlines the current accommodation situation of respondents, focusing on accommodation type and tenure; size of accommodation; overall satisfaction with properties and aspirations to move.

### 7.1 Property type

The respondents lived in a range of different property types. The most common responses, in order of frequency, were flat/apartment/maisonette (39%), semi-detached house (20%), detached house (19%) and terraced house (12%). With regards to those who indicated that they lived in some 'other' form of accommodation, eight people stated that they lived in a caravan/mobile home. The remainder made reference to a number of different types of accommodation including renting a room in a shared house; living above a shop or pub; living in a dormitory; and living in a refuge.

Purbeck had the highest percentage of people living in detached houses (50%, albeit based on a smaller sample). East Dorset, North Dorset and West Dorset also had higher percentages of people in detached properties than the sample average (32%, 27% and 24% respectively, compared to the sample average of 19%). The percentage of people living in flats/apartments/maisonettes was highest in Poole; 46% of the respondents in Poole lived in this type of accommodation with the Poole respondents making up 67% of all those living in flats/apartments/maisonettes.

Looking at type of accommodation by ethnic group, the data suggests that the Chinese or Other ethnic group and Mixed respondents were more likely to live in a detached house (37% and 35% respectively, compared to the sample average 19%). The Asian/Asian British and Black/Black British respondents were found more frequently in flats/apartments/maisonettes (51% and 43%, compared to the sample average of 39%). With regards to the respondents living in the 'other' forms of accommodation highlighted above, these respondents were primarily White (European and Other) (thirteen of the seventeen respondents).

### 7.2 Property tenure

With regards to property tenure, over half of the sample (55%) were living in private rented accommodation, either through a private landlord or a letting agency (see Figure 5 below and Table 40 at the end of the chapter). This percentage was highest in Poole (65% of respondents) and lowest in Purbeck and West Dorset (23% and 34% respectively).

Private rented accommodation was followed by owner occupation (with a mortgage) (22% of respondents).

Only four respondents (just under 1%) across the whole sample indicated that they were living in a Council property. These respondents were primarily living in Poole, which is the only Council that has its own stock; the other authorities have all transferred their stock to Housing Associations. A small number of people (3%) were renting a Housing Association property.

Thirty-one people owned their home without a mortgage (7%). This percentage was highest amongst the sample from West Dorset (13%).

A small number of respondents (twelve) were currently living with family or friends; four of these indicated that they had nowhere else to go, suggesting 'hidden' homelessness. These respondents had not used or were not aware of the services available for people experiencing homelessness.

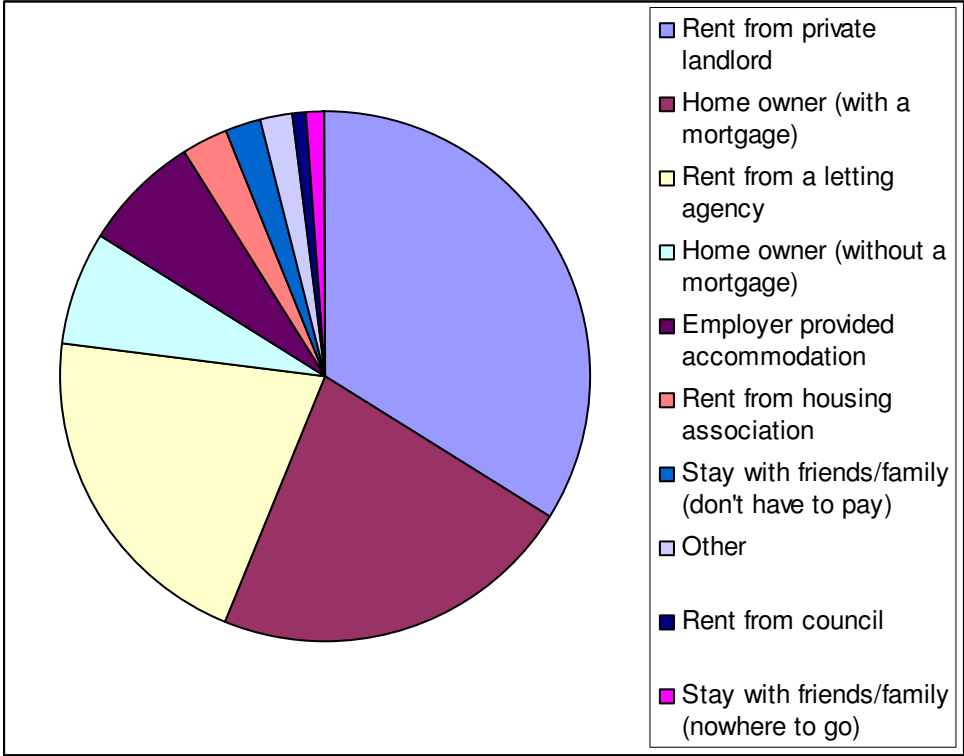
Eleven respondents indicated that they lived in some 'other' form of tenure, the majority made reference to renting individual rooms within shared accommodation or renting a room from friends/family.

Looking at tenure by ethnic group, owner occupation was least likely amongst the White (European and Other) group (18%, compared the sample average of 29%), while 65% indicated that they were living in private rented accommodation (compared to the sample average of 55%). This is in line with previous studies which have highlighted a dominance of the private rented sector amongst Central and Eastern European migrants.

Owner occupation was highest amongst the Chinese or Other group and Asian/Asian British respondents (45% and 44% respectively), indeed 17% of the Chinese or Other ethnic group indicated that they owned their home without a mortgage.

Thirty-four respondents (7%) were living in accommodation that was provided by their employer. Just over three quarters (76%) of these respondents were White (European or Other White).

Figure 5: Current tenure



### 7.3 Tenancy agreement

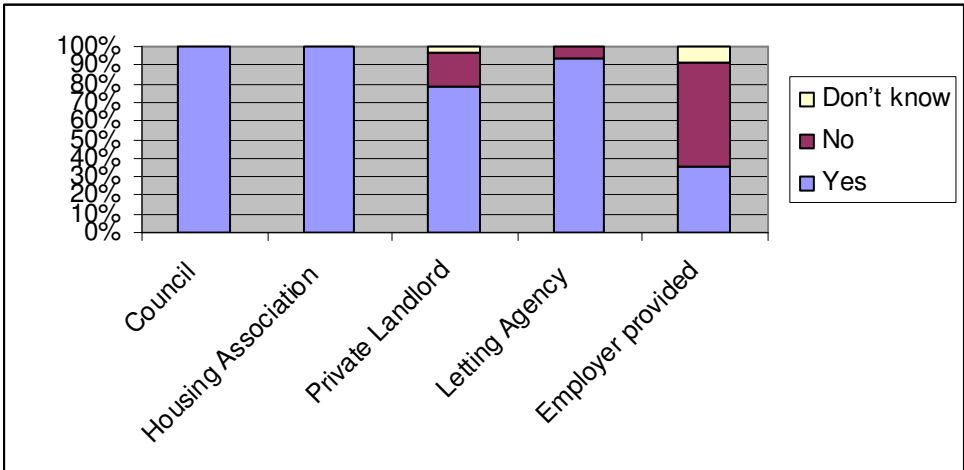
We asked those who were living in some form of rented accommodation whether or not they had a tenancy agreement; just over half of the sample indicated that they did (54%) while 13% did not. A small number of respondents did not know (eight people).

Of those who had a tenancy agreement, the majority indicated that they had read it in full (65%), with just over a quarter suggesting that they had partly read it.

Of those who had read their tenancy agreement, 71% stated that they fully understood it while 28% partly understood it. Just three people indicated that they did not understand their agreement.

Looking at the tenure of those who had tenancy agreements, all those living in socially rented accommodation had a tenancy agreement. Those living in accommodation provided by their employer were least likely to have a tenancy agreement (35%). The tenants renting from a letting agency were also more likely to have a tenancy agreement than those renting from a private landlord. The people who did not know if they had a tenancy agreement were primarily renting from a private landlord or living in accommodation provided by their employer.

Figure 6: Tenancy agreement by tenure

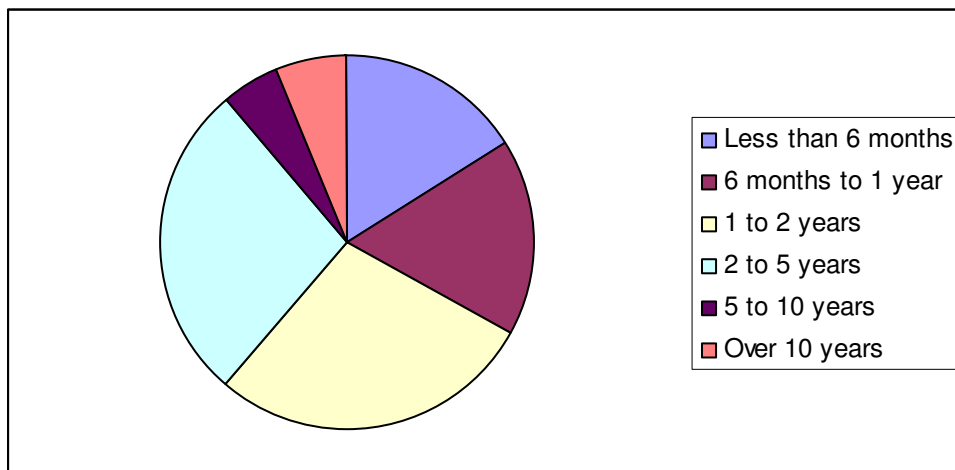


### 7.4 Length of time in current property

Over half of the sample (56%) had been living in their current property for between one and five years. A third of respondents had been living in their current property for less than twelve months; this was highest amongst the respondents in Poole (41%) and lowest amongst the West Dorset sample (10%). Indeed, the West Dorset sample had the highest percentage of people who had been living in their current property for more than five years (19%, compared to the sample average of 11%). The housing needs survey carried out in Dorset in 2007, however, indicated that 63% of residents had lived in their current property for more than five years (Fordham Research, 2008). This suggests that there was potentially a higher rate of movement amongst the BME households in our sample, compared to the wider population.



Figure 7: Length of time in current property



Comparing ethnic groups shows that the respondents from the Chinese or Other ethnic group were most likely to have lived in their current property longer-term, with 28% suggesting they had lived there more than five years (compared to the sample average of 11%). The White (European and Other) were least likely to have lived in their property longer-term (5% of respondents). This is perhaps unsurprising given that the majority of these respondents will have come to UK after 2004.

## 7.5 Number of homes

With regards to how many different homes people had lived in, the majority (68%) indicated that they had lived in between one and three homes. Sixty-one respondents (13%) had lived in six or more homes; 66% of these were living in Poole.

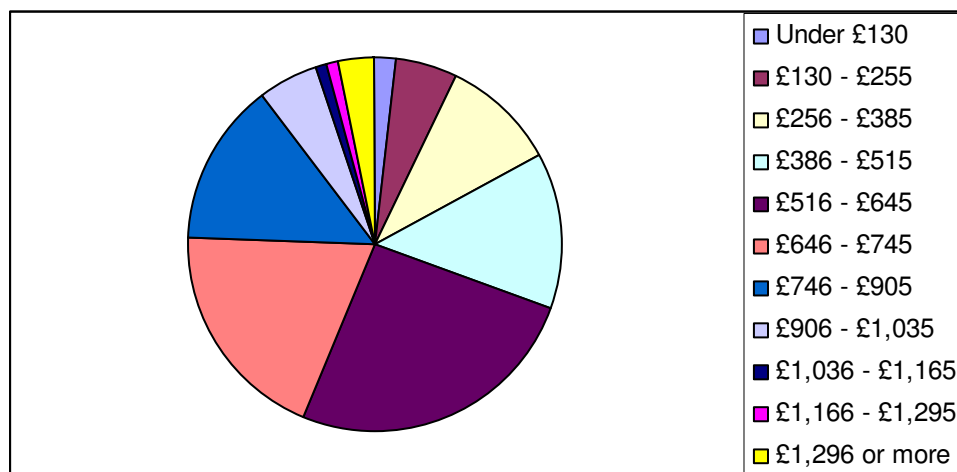
Comparing ethnic groups suggests that the Mixed and Chinese or Other Ethnic group had the highest percentage of people who had lived in six or more different homes (25% and 19% respectively, compared to the sample average of 13%). Looking at current tenure, 66% of those who had six or more homes and 60% of those who had five different homes, were currently living in the private rented sector.

## 7.6 Rent or mortgage costs

The amount of rent/mortgage people paid varied from under £130 to £1,296 or more per month. Interestingly, fifteen people said that they did not know how much they paid per month, while forty-three respondents (9%) stated that they did not pay any rent or a mortgage. Figure 8 below and Table 46 at the end of this chapter therefore focus solely on those who provided an amount.

The respondents paying the cheapest rent/mortgage were living in West Dorset and East Dorset; however, the sample did not suggest a pattern between the local authority area and the cost of rent/mortgage. Across the sample, 25% of respondents paid between £516 and £645 per month; this was followed by 19% who paid between £646 and £745 per month. The median rent/mortgage was £646 - £745.

Figure 8: Rent/mortgage costs



## 7.7 Size of accommodation

The majority of respondents (68%) were living in accommodation with two or three bedrooms. Eleven respondents were living in accommodation with six or more bedrooms; these were living in Poole, West Dorset and Weymouth and Portland. Four of these respondents were sharing with housemates who were not friends or work colleagues (suggesting HMOs); two were living solely with their family; three were living with friends; one was living with work colleagues; and one indicated they were living in supported accommodation (this accommodation was specifically for single homeless men, including ex-offenders, those recovering from drug and/or alcohol addictions and those with mental health issues).

Overall, there appeared to be very little pattern between local authority area and number of bedrooms.

The Chinese or Other ethnic group appeared to be more likely to live in properties with a higher number of bedrooms; however there appeared to be no pattern when looking at the number of bedrooms by ethnic origin.

With regards to tenure, those living in properties with five or more bedrooms were most likely to be living in private rented accommodation (62% of those in properties with five bedrooms or more were renting privately).

A small number of respondents indicated that they used other rooms in the accommodation to sleep in. The lounge was the most frequently used room with 20% of respondents indicating that they or members of their household sometimes used this room to sleep in. As two respondents highlighted: '*Visitors sometimes use the lounge*' and '*[The] lounge was converted into another bedroom*'.

## **7.8 Number of kitchens and bathrooms**

We also asked people how many bathrooms and kitchens they had in their property. With regards to bathrooms, 70% of respondents indicated that they had one; just over a quarter (27%) had two; 3% had three; and less than 1% had four bathrooms. Perhaps unsurprisingly those who had three or more bathrooms were living in properties with three or more bedrooms. With regards to type of accommodation, the respondents who had three and four bathrooms were living in the following: detached house, semi-detached house, terraced house, bungalow, and flat/apartment/maisonette. They were also from a range of tenures including owner occupation and private renting.

With regards to number of kitchens, 98% of respondents had one kitchen. A small number of respondents had more than one kitchen; they were living in the following: detached house, terraced house, semi-detached house, flat/apartment/maisonette and supported housing. Unfortunately they did not elaborate on their living arrangements.

## **7.9 Views on size of property**

With regards to respondents' views on the size of their property, just under three quarters (73%) felt that they had enough space in their current accommodation. This percentage was highest amongst the respondents in East Dorset and Weymouth and Portland (84% and 79% respectively). It was lowest amongst the respondents interviewed in Christchurch (68%).

The Asian/Asian British respondents were most likely to indicate that they had enough space (81%), while the percentage was lowest amongst the Black/Black British and Mixed groups (59% and 60% respectively).

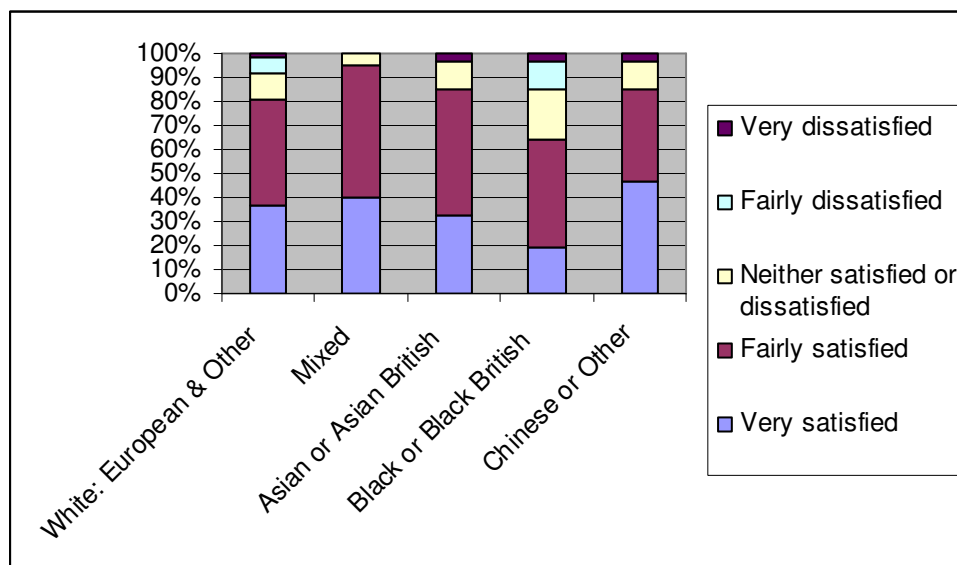
The respondents living in socially rented accommodation appeared to be more critical of the size of the property; however, we need to take into account that this is based on a small sample size.

## **7.10 Overall satisfaction with property**

With regards to overall satisfaction with current accommodation, the majority of the sample (80%) were satisfied with their accommodation, with 7% indicating that they were dissatisfied. This is similar – if not a little higher – than the satisfaction levels recorded in study of BME housing needs carried out in North Yorkshire, which recorded that 72% of respondents were satisfied with current accommodation (see Steele et al., 2009).

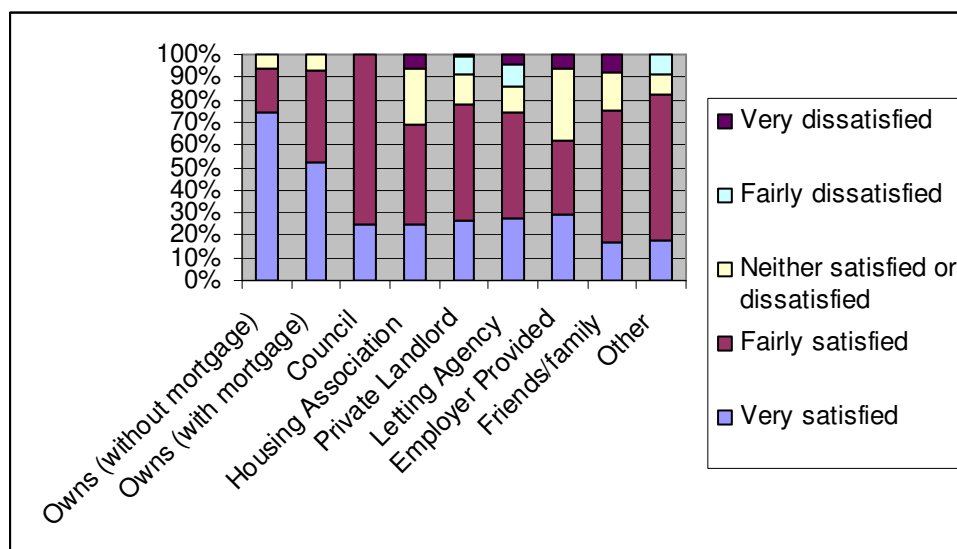
The respondents from the Mixed ethnic group were most likely to be satisfied with their accommodation (95%, albeit based on a smaller sample). The respondents from the Black/Black British ethnic group appeared to have higher levels of dissatisfaction with their current accommodation (15%, compared to the sample average of 7%).

Figure 9: Satisfaction with accommodation by ethnic group



With regards to tenure, perhaps unsurprisingly owner occupiers expressed a greater level of satisfaction with their current accommodation (see Figure 10 below). No one who owned their own home or lived in a Council property was dissatisfied with their accommodation. The respondents who were dissatisfied with their accommodation were primarily living in private rented accommodation, either through a letting agency or a private landlord.

Figure 10: Satisfaction with accommodation by tenure



When asked to elaborate on why they were dissatisfied, people primarily made reference to either the lack of space or the condition of properties (or a combination of both):

*'Bad condition, mould, damp'*

*'Because the house is neglected by [the] landlord, dirty, not enough space for me'*

*'Damp, small rooms, mould in the little bedroom'  
'...not enough space, damp, poor condition, very old windows'*

*'There is mould in the bedroom and the agency is slow at repairing it'*

*'We used to have a mouse in the flat it's damp and cold'*

*'Not enough space, but we have to save money, [we] want to go back to Poland'*

Previous studies carried out with Central and Eastern European (CEE) migrants have highlighted some dissatisfaction with the condition of private rented accommodation, but also sometimes a willingness to 'make do' (similar to the last quote above) because of the temporary nature of their stay (see for example, Scullion et al., 2009, in relation to CEE migrants living in Nottingham).

## **7.11 Experiences of homelessness**

The survey also sought some information in relation to any experiences of homelessness. This included not only rough sleeping but also those who had stayed with friends/family because they had nowhere else to live. This section looks at how many people had experienced these situations and the causes of this.

A total of six people (1% of the sample) had experienced rough sleeping; three were White (European and Other), two were Asian/Asian British, and one was Black/Black British.

Fifty-five people (12%) had stayed with friends/family because they had nowhere else to live. Thirty-six (65%) of these were White (European and Other). The remainder were divided fairly evenly between the other ethnic groups.

With regards to the respondents who had slept rough, when asked to elaborate on what had happened, two people referred to having nowhere to live when they first arrived in the UK and having to sleep in their car until they found accommodation:

*'I slept in my car for two weeks when I first arrived in the UK. I bought the car for £50 because I had nowhere to go. Then I was looking for a job and found it. Eventually I worked hard to move myself up'*

*'I slept in my car when I came to Dorset for the first time'*

One respondent indicated that loss of employment was the issue, as well as personal issues:

*'After finishing my seasonal contract with [name of employer] I found it hard to find work...I might become homeless in a few days due to events in my personal life...'*

With regards to those who had stayed with family/friends, as above, people referred to having nowhere to live or no job when they first arrived:

*'I came to this country and had no job for the first three weeks so had to stay with friends'*

*'I came to this country didn't have work or place to stay so I had to stay with my friend for first two weeks'*

Some respondents made reference to cost of accommodation as a reason for living with family/friends:

*'When we came to the UK we stayed [in] shared accommodation...we didn't have enough money to rent our own place'*

*'I had no money to rent my own accommodation at the beginning of my stay in the UK'*

Two respondents referred to tenancy ending on a property before they had chance to find another property or before another property was available:

*'[My] tenancy agreement finished, but [I] didn't find a place in time. So [I] stayed at friends temporarily'*

*'My previous accommodation ran out and the new one was not ready for three weeks, [so] I stayed with a friend'*

One respondent indicated that domestic violence was the reason for their homelessness.

## **7.12 Understanding of entitlement to housing**

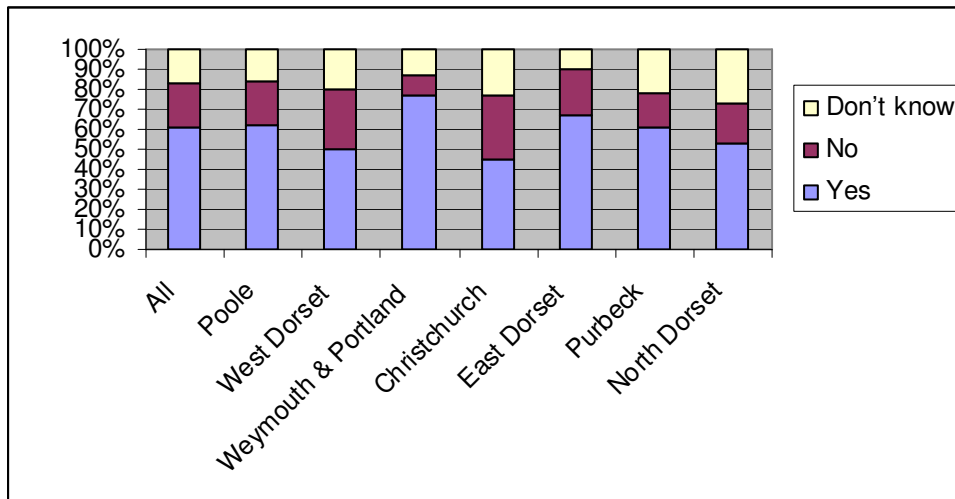
The data suggests that 64% of the sample as whole understood their entitlement. Just over a third (36%) did not understand their entitlement; this percentage was highest in East Dorset and Poole (42% and 41% respectively). The respondents in Purbeck and North Dorset indicated the highest levels of understanding, albeit based on smaller sample sizes.

Comparing ethnic groups suggests that the White (European and Other) respondents had the highest level of understanding (70%), while the Black/Black British and Asian/Asian British had the lowest levels (51% and 56% respectively, compared to the sample average of 64%) (see Table 55 below).

## **7.13 Aspirations to move to a different property**

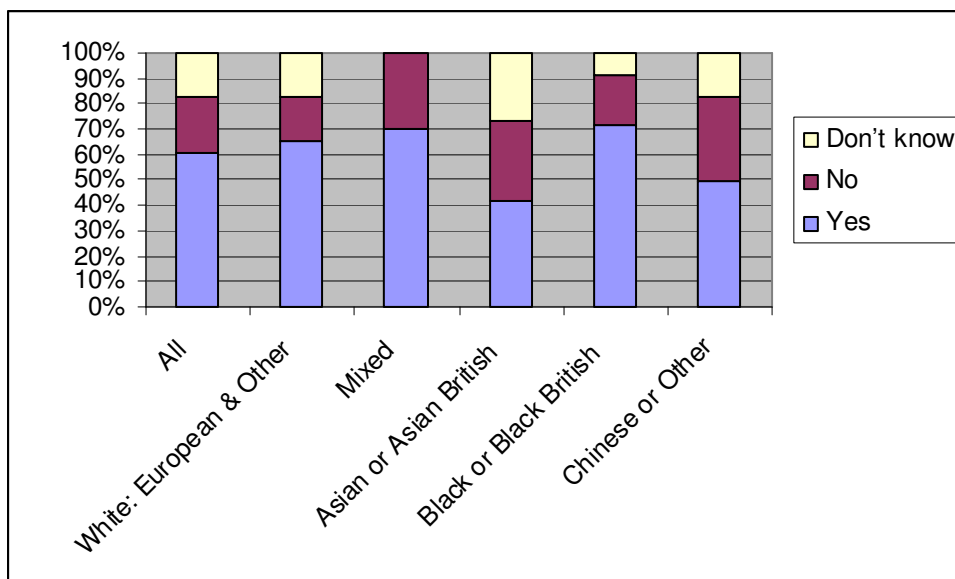
The data suggests that 60% of the sample intended moving to a different property in the future. This percentage was highest in Weymouth and Portland (77%). With regards to the respondents who did not intend to move in the future, this percentage was highest in Christchurch and West Dorset (32% and 30% respectively, compared to the sample average of 22%).

Figure 11: Aspirations to move to a different property



Comparing ethnic groups suggests that the Black/Black British group was most likely to want to move in the future (72%). The Chinese or Other ethnic group and Asian/Asian British appeared to be least likely to have intentions to move, although they did have a number of people who were unsure.

Figure 12: Aspirations to move to a different property by ethnic group



A number of different reasons were given for wanting to move to another property; however, a quarter of respondents indicated that they wanted to move was because the property was too small.

A number of respondents gave 'other' reasons for moving. When asked to elaborate on these 'other' reasons, respondents indicated that they wanted a better lifestyle or quality of life, with people referring specifically to a desire to live in rural areas, have a property with a garden, or have more stable accommodation:

*'Looking for a property with a garden'*

*'[To] move to countryside'*

*'To have comfortable and stable accommodation'*

Others were unsure of what would happen in the future, stating that it was dependent on whether or not their landlord/letting agent would renew their contract:

*'The landlord is currently trying to sell the house'*

One person was moving because of the lack of facilities in the area that they currently lived:

*'...to live somewhere with more opportunity and variety...food, music, entertainment'*

Table 36: Reasons for moving to a different property

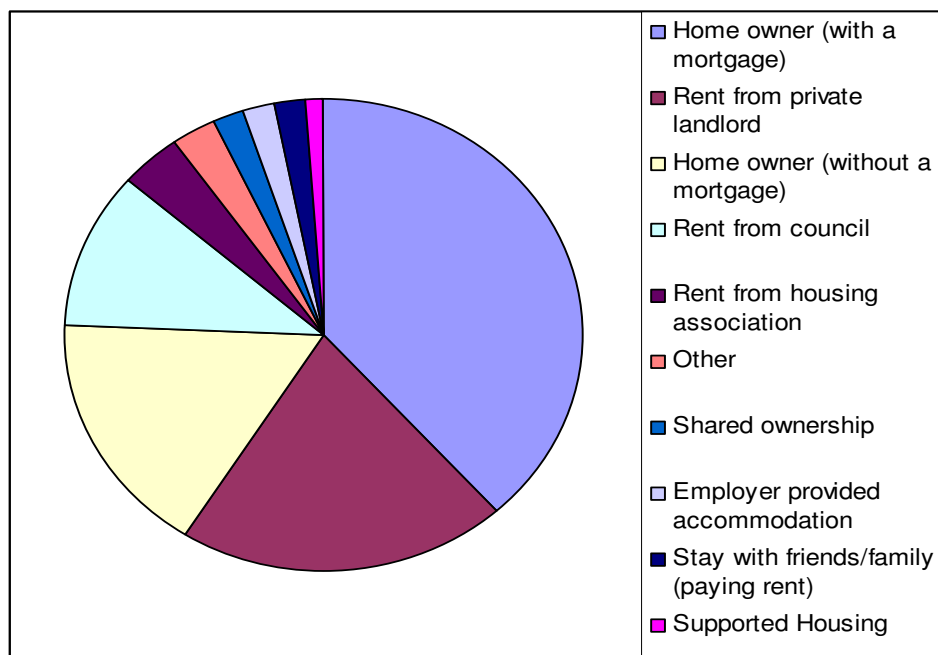
Reason for moving	All	
	No.	%
Current property too small	70	25
Other	39	14
To buy a home	26	9
I will be returning to my home country	22	8
To move to cheaper accommodation	20	7
To move closer to employment	19	7
Current house unsuitable for a family	18	6
To move in with my partner	16	6
To get a place of my own (i.e. moving out of shared accommodation)	16	6
Current house in poor condition	13	5
Dissatisfaction with landlord	7	2
Current house too big	6	2
Relationship breakdown	3	1
To move closer to local services and facilities	3	1
Friends/family no longer able to accommodate me	2	1
Current house unsuitable for health/disability	2	1
Experiencing harassment in the area	1	<1
<b>Total</b>	<b>283</b>	<b>100</b>

## 7.14 Preferred accommodation option

We asked people to indicate what their preferred accommodation option would be. Over half of the sample (56%) indicated that they wanted owner occupation (either with or without a mortgage). This percentage was highest in Christchurch and East Dorset (78% and 70% respectively, albeit based on smaller sample sizes). Following owner occupation people suggested a preference for renting from a private landlord (21%), while 15% stated that they would prefer to live in socially rented accommodation.



Figure 13: Preferred accommodation option



Comparing ethnic groups shows that the Asian/Asian British and Chinese or Other Ethnic group were more likely to want to own their own home (65% and 63% respectively, compared to sample average of 56%). The Black/Black British sample had a higher percentage of people who wanted to live in socially rented accommodation (27%, compared to the sample average of 15%).

Seven respondents indicated that they wanted some 'other' form of accommodation. Three made reference to preferring to rent from a letting agency and one respondent wanted sheltered accommodation (this person was Chinese or Other ethnic group). The remaining respondents made reference to types of accommodation they wanted rather than tenure (i.e. wanting an eco-home or studio flat).

### 7.15 Factors influencing accommodation choice

Finally, we asked respondents to indicate the main factors influencing their choice of accommodation based on a list of different options. The five most important factors influencing choice of accommodation were: price/affordability (82%); desirability of area/location (56%); job opportunities in the area (52%); number of bedrooms (49%); and local facilities (44%). In terms of local facilities, proximity to schools was mentioned on a number of occasions. Whether or not the property had a garden and the size of rooms were also important factors (42% and 40% respectively) (see Table 37 below).

Table 37: Main factors influencing accommodation choice

Factor	All	
	No.	%
Price/affordability	386	82
Desirability of area/location	264	56
Job opportunities in the area	242	52
Number of bedrooms	228	49
Local facilities (shops, transport, schools, etc.)	207	44
Garden	198	42
Size of rooms	189	40
Quality of interior design	95	20
Proximity of family	54	12
Tenure (private rented, RSL, etc.)	43	9
Ethnic mix of the area	33	7
Quality of exterior design	23	5
Number of living rooms	22	5
Other	21	4
On-site services (warden, etc.)	17	4

Twenty-one respondents (4%) referred to ‘other’ factors influencing their choice of accommodation. When asked to elaborate, the most common response related to wanting a garage or parking facilities (six respondents, 29%). Following that, individual respondents made reference to factors including: ‘*conditions of the house*’, ‘*sea views*’, ‘*proximity to friends*’, ‘*quiet neighbours*’ and ‘*separate kitchen*’. Looking at the factors influencing accommodation choice, what the study highlights is that BME communities share the same aspirations as any other communities.

## 7.16 Tables

### Type of property

Table 38: Type of property by local authority area

Type of property	Local Authority															
	All		Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Flat/apartment/maisonette	181	39	121	46	22	31	14	36	13	42	6	19	5	28	-	-
Semi-detached house	94	20	57	22	15	21	4	10	5	16	7	23	1	6	5	33
Detached house	91	19	39	15	17	24	6	15	6	19	10	32	9	50	4	27
Terraced house	57	12	26	10	9	13	11	28	5	16	1	3	1	6	4	27
Bungalow	26	6	18	7	3	4	1	3	-	-	3	10	1	6	-	-
Other	17	4	3	1	3	4	3	8	1	3	4	13	1	6	2	13
Sheltered housing	2	<1	-	-	1	1	-	-	1	3	-	-	-	-	-	-
Supported housing	1	<1	-	-	1	1	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Table 39: Type of property by ethnic group

Type of property	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Flat/apartment/maisonette	181	39	94	37	4	20	40	51	25	43	18	30
Semi-detached house	94	20	53	21	2	10	16	21	12	21	11	18
Detached house	91	19	43	17	7	35	8	10	11	19	22	37
Terraced house	57	12	36	14	2	10	7	9	6	10	6	10
Bungalow	26	6	14	6	3	15	5	6	1	2	3	5
Other	17	4	13	5	1	5	1	1	2	3	-	-
Sheltered housing	2	<1	-	-	1	5	1	1	-	-	-	-
Supported housing	1	<1	-	-	-	-	-	-	1	2	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

## Tenure

Table 40: Property tenure by local authority area

Property tenure	Local Authority															
	All		Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Rent from private landlord	159	34	98	37	22	31	10	26	11	35	11	35	3	17	4	27
Home owner (with a mortgage)	103	22	55	21	16	23	6	15	11	35	8	26	5	28	2	13
Rent from a letting agency	99	21	75	28	2	3	8	21	5	16	4	13	1	6	4	27
Home owner (without a mortgage)	31	7	13	5	9	13	2	5	2	6	3	10	2	11	-	-
Employer provided accommodation	34	7	5	2	16	23	5	13	1	3	4	13	-	-	3	20
Rent from housing association	16	3	5	2	6	8	1	3	-	-	-	-	2	11	2	13
Stay with friends/family (don't have to pay)	8	2	5	2	-	-	1	3	-	-	1	3	1	6	-	-
Other	11	2	3	1	-	-	4	10	-	-	-	-	4	22	-	-
Rent from council	4	1	3	1	-	-	1	3	-	-	-	-	-	-	-	-
Stay with friends/family (nowhere to go)	4	1	2	1	-	-	1	3	1	3	-	-	-	-	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Table 41: Property tenure by ethnic group

Property tenure	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Rent from private landlord	159	34	90	36	8	40	20	26	23	40	18	30
Home owner (with a mortgage)	103	22	36	14	4	20	30	38	16	28	17	28
Rent from a letting agency	99	21	73	29	3	15	14	18	5	9	4	7
Home owner (without a mortgage)	31	7	10	4	3	15	5	6	3	5	10	17
Employer provided accommodation	34	7	26	10	1	5	5	6	1	2	1	2
Rent from housing association	16	3	7	3	1	5	1	1	5	9	2	3
Stay with friends/family (don't have to pay)	8	2	3	1	-	-	-	-	1	2	4	7
Other	11	2	6	2	-	-	1	1	1	2	3	5
Rent from council	4	1	-	-	-	-	2	3	1	2	1	2
Stay with friends/family (nowhere to go)	4	1	2	1	-	-	-	-	2	3	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

## Length of time in property

Table 42: Length of time in current property

Length of time	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Less than 6 months	76	16	57	22	2	3	8	21	3	10	-	-	5	28	1	7
6 months to 1 year	79	17	49	19	5	7	3	8	9	29	9	30	-	-	4	27
1 to 2 years	130	28	64	24	23	32	15	39	10	32	11	37	5	28	2	13
2 to 5 years	130	28	70	27	28	39	8	21	5	16	7	23	6	33	6	40
5 to 10 years	25	5	12	5	9	13	1	3	-	-	1	3	2	11	-	-
Over 10 years	27	6	12	5	4	6	3	8	4	13	2	7	-	-	2	13
<b>Total</b>	<b>467</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>38</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes two missing cases

Table 43: Length of time in current property by ethnic group

Property tenure	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Less than 6 months	76	16	46	18	3	15	9	12	7	13	11	18
6 months to 1 year	79	17	49	19	2	10	14	18	9	16	5	8
1 to 2 years	130	28	79	31	4	20	19	24	14	25	14	23
2 to 5 years	130	28	66	26	7	35	27	35	17	30	13	22
5 to 10 years	25	5	7	3	1	5	5	6	7	13	5	8
Over 10 years	27	6	6	2	3	15	4	5	2	4	12	20
<b>Total</b>	<b>467</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes two missing cases

## Number of different homes

Table 44: Number of different homes

Number of homes	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
One	95	20	43	16	20	29	4	10	8	26	12	39	4	22	4	27
Two	128	27	77	29	21	30	10	26	7	23	3	10	3	17	7	47
Three	100	21	60	23	10	14	9	23	6	19	7	23	6	33	2	13
Four	57	12	30	11	11	16	5	13	5	16	3	10	1	6	2	13
Five	25	5	13	5	1	1	3	8	3	10	3	10	2	11	-	-
Six or more	61	13	40	15	6	9	8	21	2	6	3	10	2	11	-	-
<b>Total</b>	<b>466</b>	<b>100</b>	<b>263</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes three missing cases

Table 45: Number of different homes by ethnic origin

Number of homes	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
One	95	20	52	21	4	20	21	27	5	9	13	22
Two	128	27	65	26	3	15	24	31	19	34	17	29
Three	100	21	54	21	2	10	17	22	15	27	12	20
Four	57	12	31	12	4	20	9	12	9	16	4	7
Five	25	5	17	7	2	10	2	3	2	4	2	3
Six or more	61	13	34	13	5	25	5	6	6	11	11	19
<b>Total</b>	<b>466</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>59</b>	<b>100</b>

Note: excludes three missing cases



## Rent/mortgage cost per month

Table 46: Rent/mortgage cost per month

Cost	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Under £130	9	2	-	-	6	11	-	-	-	-	3	13	-	-	-	-
£130 - £255	19	5	4	2	8	15	4	12	2	7	1	4	-	-	-	-
£256 - £385	38	10	26	13	5	9	3	9	2	7	1	4	1	9	-	-
£386 - £515	48	13	21	10	7	13	5	15	7	25	4	17	3	27	1	10
£516 - £645	92	25	55	27	11	20	8	24	6	21	6	25	3	27	3	30
£646 - £745	70	19	42	20	5	9	8	24	4	14	5	21	2	18	4	40
£746 - £905	51	14	34	17	6	11	4	12	3	11	1	4	1	9	2	20
£906 - £1,035	18	5	11	5	3	6	-	-	2	7	1	4	1	9	-	-
£1,036 - £1,165	5	1	2	1	-	-	1	3	2	7	-	-	-	-	-	-
£1,166 - £1,295	5	1	4	2	-	-	-	-	-	-	1	4	-	-	-	-
£1,296 or more	12	3	7	3	3	6	-	-	-	-	1	4	-	-	-	-
<b>Total</b>	<b>367</b>	<b>100</b>	<b>206</b>	<b>100</b>	<b>54</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>28</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>11</b>	<b>100</b>	<b>10</b>	<b>100</b>

## Size or property

Table 47: Number of bedrooms

Number	Local authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
One	62	13	35	13	10	14	6	15	6	19	3	10	1	6	1	7
Two	168	36	108	41	18	25	9	23	12	39	11	37	4	23	6	40
Three	148	32	76	29	24	34	12	31	8	26	11	37	10	59	7	47
Four	62	13	32	12	15	21	6	15	4	13	3	10	1	6	1	7
Five	15	3	5	2	2	3	4	10	1	3	2	7	1	6	-	-
Six or more	11	2	7	3	2	3	2	5	-	-	-	-	-	-	-	-
<b>Total</b>	<b>466</b>	<b>100</b>	<b>263</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes three missing cases

Table 48: Number of bedrooms ethnic origin

Number	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
One	62	13	37	15	-	-	10	13	11	20	4	7
Two	168	36	94	37	10	50	29	38	20	36	15	25
Three	148	32	74	29	5	25	29	38	14	25	26	43
Four	62	13	31	12	5	25	9	12	7	13	10	17
Five	15	3	9	4	-	-	1	1	1	2	4	7
Six or more	11	2	7	3	-	-	-	-	3	5	1	2
<b>Total</b>	<b>466</b>	<b>100</b>	<b>252</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>56</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes three missing cases

Table 49: Do you have enough space in the property?

Enough space?	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	343	73	191	72	50	71	31	79	21	68	26	84	13	72	11	73
No	120	26	72	27	20	29	4	10	10	32	5	16	5	28	4	27
Don't know	5	1	1	1	-	-	4	10	-	-	-	-	-	-	-	-
<b>Total</b>	<b>468</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes one missing case

Table 50: Do you have enough space in the property (by ethnic group)?

Enough space?	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	343	73	188	74	12	60	62	81	34	59	47	78
No	120	26	63	25	7	35	15	19	24	41	11	18
Don't know	5	1	2	1	1	5	-	-	-	-	2	3
<b>Total</b>	<b>468</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes one missing case

Table 51: Do you have enough space in the property (by tenure)?

Enough space?	Tenure																			
	All		Owns (without a mortgage)		Owns (with a mortgage)		Council		Housing Assoc		Private landlord		Letting agency		Employer provided		Friends/family		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	343	73	24	80	80	78	1	25	8	50	124	78	66	67	24	71	8	67	8	73
No	120	26	6	20	23	22	3	75	8	50	35	22	32	32	7	21	3	25	3	27
Don't know	5	1	-	-	-	-	-	-	-	-	-	-	1	1	3	9	1	8	-	-
<b>Total</b>	<b>468</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>103</b>	<b>100</b>	<b>4</b>	<b>100</b>	<b>16</b>	<b>100</b>	<b>159</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>12</b>	<b>100</b>	<b>11</b>	<b>100</b>

Note: excludes one missing case

### Satisfaction with property

Table 52: Overall satisfaction with current accommodation

Overall satisfaction	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	166	35	89	34	26	37	14	36	9	29	13	42	7	39	8	53
Fairly satisfied	212	45	121	46	32	45	19	49	17	55	12	39	7	39	4	27
Neither satisfied or dissatisfied	58	12	29	11	13	18	5	13	2	6	5	16	2	11	2	13
Fairly dissatisfied	23	5	18	7	-	-	-	-	3	10	-	-	2	11	-	-
Very dissatisfied	10	2	7	3	-	-	1	3	-	-	1	3	-	-	1	7
<b>Total</b>	<b>469</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Table 53: Overall satisfaction with current accommodation by ethnic group

Overall satisfaction	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	166	35	93	37	8	40	26	33	11	19	28	47
Fairly satisfied	212	45	111	44	11	55	41	53	26	45	23	38
Neither satisfied or dissatisfied	58	12	29	11	1	5	9	12	12	21	7	12
Fairly dissatisfied	23	5	16	6	-	-	-	-	7	12	-	-
Very dissatisfied	10	2	4	2	-	-	2	3	2	3	2	3
<b>Total</b>	<b>469</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

Table 54: Overall satisfaction with current accommodation by tenure

Overall satisfaction	Tenure																			
	All		Owns (without a mortgage)		Owns (with a mortgage)		Council		Housing Assoc		Private landlord		Letting agency		Employer provided		Friends/family		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	166	35	23	74	54	52	1	25	4	25	43	27	27	27	10	29	2	17	2	18
Fairly satisfied	212	45	6	19	42	41	3	75	7	44	82	52	47	47	11	32	7	58	7	64
Neither satisfied or dissatisfied	58	12	2	6	7	7	-	-	4	25	20	13	11	11	11	32	2	17	1	9
Fairly dissatisfied	23	5	-	-	-	-	-	-	-	-	12	8	10	10	-	-	-	-	1	9
Very dissatisfied	10	2	-	-	-	-	-	-	1	6	2	1	4	4	2	6	1	8	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>103</b>	<b>100</b>	<b>4</b>	<b>100</b>	<b>16</b>	<b>100</b>	<b>159</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>12</b>	<b>100</b>	<b>11</b>	<b>100</b>

## Understanding of entitlement to housing

Table 55: Do you understand your entitlement/rights in relation to access to housing

	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	301	64	156	59	46	67	30	77	22	73	18	58	15	83	14	93
No	166	36	108	41	23	33	9	23	9	27	13	42	3	17	1	7
<b>Total</b>	<b>467</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>30</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes two missing cases

Table 56: Do you understand your entitlement/rights in relation to access to housing (by ethnic group)?

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	301	64	176	70	13	65	43	56	29	51	40	67
No	166	36	77	30	7	35	34	44	28	49	20	33
<b>Total</b>	<b>467</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>57</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes two missing cases

## Accommodation aspirations

Table 57: Will you move to a different property in the future?

	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	283	60	164	62	35	50	30	77	14	45	21	68	11	61	8	53
No	105	22	57	22	21	30	4	10	10	32	7	23	3	17	3	20
Don't know	80	17	43	16	14	20	5	13	7	23	3	10	4	22	4	27
<b>Total</b>	<b>468</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes one missing case

Table 58: Will you move to a different property in the future (by ethnic group)?

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	283	60	165	65	14	70	33	42	41	72	30	50
No	105	22	44	17	6	30	24	31	11	19	20	33
Don't know	80	17	44	17	-	-	21	27	5	9	10	17
<b>Total</b>	<b>468</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>57</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes one missing case

Table 59: Preferred accommodation option

	Local Authority															
	All		Poole		West Dorset		Weymouth and Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Home owner (with a mortgage)	103	39	59	38	16	46	7	25	6	67	12	60	1	9	2	25
Rent from private landlord	55	21	34	22	5	14	9	32	-	-	4	20	3	27	-	-
Home owner (without a mortgage)	45	17	27	18	5	14	4	22	1	11	2	10	3	27	3	38
Rent from council	28	11	13	8	2	6	6	21	1	11	2	10	2	18	2	25
Rent from housing association	11	4	5	3	3	9	-	-	-	-	-	-	2	18	1	13
Other	7	3	5	3	1	3	1	4	-	-	-	-	-	-	-	-
Shared ownership	5	2	2	1	1	3	1	4	1	11	-	-	-	-	-	-
Employer provided accommodation	4	2	2	1	2	6	-	-	-	-	-	-	-	-	-	-
Stay with friends/family (paying rent)	4	2	4	3	-	-	-	-	-	-	-	-	-	-	-	-
Supported Housing	3	1	3	2	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>265</b>	<b>100</b>	<b>154</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>28</b>	<b>100</b>	<b>9</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>11</b>	<b>100</b>	<b>8</b>	<b>100</b>

Note: excludes eighteen missing cases



Table 60: Preferred accommodation option by ethnic group

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Home owner (with a mortgage)	103	39	53	36	5	36	21	62	15	37	9	33
Rent from private landlord	55	21	34	23	3	21	6	18	6	15	6	22
Home owner (without a mortgage)	45	17	26	17	3	21	1	3	7	17	8	30
Rent from council	28	11	17	11	-	-	2	6	8	20	1	4
Rent from housing association	11	4	6	4	-	-	1	3	3	7	1	4
Other	7	3	3	2	1	7	1	3	1	2	1	4
Shared ownership	5	2	3	2	1	7	-	-	1	2	-	-
Employer provided accommodation	4	2	2	1	1	7	1	3	-	-	-	-
Stay with friends/family (paying rent)	4	2	4	3	-	-	-	-	-	-	-	-
Supported Housing	3	1	1	1	-	-	1	3	-	-	1	4
<b>Total</b>	<b>265</b>	<b>100</b>	<b>149</b>	<b>100</b>	<b>14</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>27</b>	<b>100</b>

Note: excludes eighteen missing cases

## Factors influencing choice of accommodation

Table 61: Main factors influencing choice of accommodation (by ethnic group)

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Price/affordability	386	82	209	83	15	75	66	85	50	86	46	77
Desirability of area/location	264	56	135	53	8	40	45	58	33	57	43	72
Job opportunities in the area	242	52	127	50	12	60	46	59	35	60	22	37
Number of bedrooms	228	49	116	46	9	45	50	64	28	48	25	42
Local facilities (shops, transport, schools, etc.)	207	44	107	42	8	40	41	53	25	43	26	43
Garden	198	42	108	43	12	60	30	38	25	43	23	38
Size of rooms	189	40	94	37	8	40	25	32	34	59	28	47
Quality of interior design	95	20	67	26	3	15	7	9	5	9	13	22
Proximity of family	54	12	21	8	2	10	13	17	10	17	8	13
Tenure (private rented, RSL, etc.)	43	9	21	8	4	20	5	6	9	16	4	7
Ethnic mix of the area	33	7	6	2	3	15	12	15	8	14	4	7
Quality of exterior design	23	5	10	4	4	20	4	5	-	-	5	8
Number of living rooms	22	5	11	4	1	5	4	5	3	5	3	5
Other	21	4	17	7	-	-	2	3	-	-	2	3
On-site services (warden, etc.)	17	4	9	4	1	5	-	-	1	2	6	10

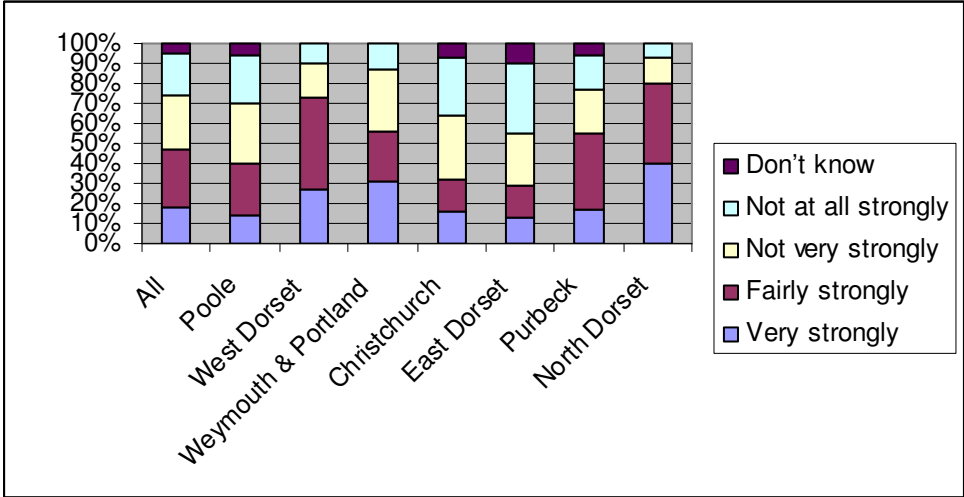
## 8. Views on the local area

This chapter outlines respondents' views on their local area, exploring sense of belonging to the area and overall satisfaction with their local area. It also looks at experiences of crime, including hate crime.

### 8.1 Sense of belonging to the local area

The data suggests that just under half of the sample (47%) had a fairly or very strong sense of belonging to their local area. This percentage was highest amongst respondents in North Dorset (80%, albeit based on a smaller sample size) and West Dorset (73%) and lowest amongst the East Dorset and Christchurch samples (29% and 34% respectively). Indeed, 35% of the East Dorset respondents and 31% of the Christchurch respondents stated that their sense of belonging was 'not at all' strong (compared to the sample average of 23%).

Figure 14: Sense of belonging to local area



Comparing ethnic groups suggest that Black/Black British respondents were least likely to feel a sense of belonging to their local area (34% felt 'not at all', compared to sample average of 21%).

### 8.2 Experiences of crime and anti-social behaviour

We asked respondents to indicate whether or not they had experienced any of the following: crime against property; crime against person; hate crime; or anti-social behaviour. Of this list, anti-social behaviour was highlighted most frequently (14% of respondents). This percentage was highest amongst the respondents interviewed in Weymouth and Portland and Purbeck (28% for both, although Purbeck is based on a smaller sample size). None of the respondents interviewed in North Dorset made reference to experiencing any form of crime or anti-social behaviour (again, this is based on a smaller sample size).

A total of thirty-six respondents (8%) had experienced hate crime. These were living in all areas (except North Dorset); however, the percentage in West Dorset was higher than the sample average (13%).

Comparing ethnic groups shows that the White minorities were least likely to have experienced hate crime than the other ethnic groups (4% of the White ethnic group had experienced hate crime). The Black/Black British and Mixed groups were most likely to have experienced hate crime (17% and 15% respectively). This raises the issue of how the 'visibility' of ethnic groups may affect experiences of hate crime.

### **8.3 Overall satisfaction with local area**

Across the sample as a whole, 87% of respondents indicated that they were satisfied with their local area as a place to live. This percentage was highest amongst those living in Christchurch and Weymouth and Portland (93% and 92% respectively). Only a small number of respondents were dissatisfied with their local area (4%); the remainder (9%) had ambivalent views. This is lower than the recent MORI survey for Dorset, which suggests that 96% of residents are satisfied with their local area as a place to live; however, it is similar to the level of satisfaction recorded in the Place Survey 2008/09, where 89% of residents were satisfied with the local area (Ipsos MORI, 2010).

In our survey, the Chinese or Other, Asian/Asian British, and Mixed ethnic groups had the highest level of satisfaction with their local area (92%, 91% and 90% respectively, compared to the sample average of 87%). The Black/Black British group appeared to be more ambivalent to their local area (22% stated that they were neither satisfied nor dissatisfied) or more dissatisfied (8%, compared to the sample average of 4%).

## 8.4 Tables

### Sense of belonging

Table 62: Sense of belonging to local area

Strength of belonging	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very strongly	86	18	37	14	19	27	12	31	5	17	4	13	3	17	6	40
Fairly strongly	134	29	68	26	33	46	10	26	5	17	5	16	7	39	6	40
Not very strongly	127	27	79	30	12	17	12	31	10	34	8	26	4	22	2	13
Not at all strongly	99	21	63	24	7	10	5	13	9	31	11	35	3	17	1	7
Don't know	23	5	17	6	-	-	-	-	2	7	3	10	1	6	-	-
<b>Total</b>	<b>469</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Table 63: Sense of belonging to local area by ethnic group

Strength of belonging	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very strongly	86	18	45	18	5	25	21	27	8	14	7	12
Fairly strongly	134	29	63	25	6	30	24	31	17	29	24	40
Not very strongly	127	27	74	29	6	30	22	28	12	21	13	22
Not at all strongly	99	21	56	22	3	15	7	9	20	34	13	22
Don't know	23	5	15	6	-	-	4	5	1	2	3	5
<b>Total</b>	<b>469</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

## Experience of crime or anti-social behaviour

Table 64: Experienced crime or anti-social behaviour

Type	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Anti-social behaviour	64	14	28	11	12	17	11	28	4	14	4	13	5	28	-	-
Hate crime	36	8	20	8	9	13	2	5	1	3	2	6	1	6	-	-
Crime against property	31	7	18	7	8	11	1	3	3	10	1	3	-	-	-	-
Crime against person	7	1	4	2	3	4	-	-	-	-	-	-	-	-	-	-

Table 65: Experienced crime or anti-social behaviour

Type	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Anti-social behaviour	64	14	30	12	2	10	11	14	11	19	10	17
Hate crime	36	8	9	4	3	15	8	10	10	17	6	10
Crime against property	31	7	14	6	3	15	6	8	7	12	1	2
Crime against person	7	1	1	<1	-	-	2	3	1	2	3	5

## Satisfaction with local area

Table 66: Overall satisfaction with local area as a place to live

Overall satisfaction	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	238	51	131	50	34	48	18	46	17	59	18	58	11	61	9	60
Fairly satisfied	167	36	92	35	28	39	18	46	10	34	8	26	7	39	4	27
Neither satisfied or dissatisfied	43	9	28	11	6	8	3	8	2	7	3	10	-	-	1	7
Fairly dissatisfied	13	3	8	3	3	4	-	-	-	-	2	6	-	-	-	-
Very dissatisfied	6	1	5	2	-	-	-	-	-	-	-	-	-	-	1	7
<b>Total</b>	<b>467</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes two missing cases

Table 67: Overall satisfaction with local area by ethnic group

Overall satisfaction	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	238	51	129	51	12	60	42	55	24	41	31	52
Fairly satisfied	167	36	93	37	6	30	28	36	16	28	24	40
Neither satisfied or dissatisfied	43	9	20	8	1	5	5	6	13	22	4	7
Fairly dissatisfied	13	3	8	3	1	5	1	1	3	5	-	-
Very dissatisfied	6	1	2	1	-	-	1	1	2	3	1	2
<b>Total</b>	<b>467</b>	<b>100</b>	<b>252</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>77</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>60</b>	<b>100</b>

Note: excludes two missing cases

## 9. Health and social care needs

This chapter provides a summary of the health and social care needs of the respondents. It focuses on prevalence of disability and ill-health amongst the sample, as well as exploring whether or not respondents had any accommodation needs related to ill-health or disability.

### 9.1 Disability and ill-health

Respondents were asked to indicate from a list of health problems/disabilities how many people within their household experienced these health problems. The data suggests that very small numbers of people across the sample had any ill-health or disabilities (3% of the sample or less). The health problems that were mentioned most frequently were: high blood pressure, heart disease, mental or emotional distress, mobility problems, diabetes, and drug or alcohol problems.

A small number of respondents made reference to 'other' health problems/disabilities. This included the following: 'high cholesterol', 'Autism', 'cancer', and 'dental problems'. The respondents who had any ill-health or disability were from all the different ethnic groups; however, Asian/Asian British respondents were least likely to indicate having ill-health or disabilities with only three respondents referring to any. Looking at the gender of respondents, the female respondents were more likely to indicate that they or someone in the household had any ill-health or disability.

Table 68: Disability and ill-health

Health problem or disability	Number of people in household							
	None		1 person		2 people		3 people	
	No.	%	No.	%	No.	%	No.	%
Stroke	465	99	-	-	1	<1	-	-
Other	465	99	4	1	-	-	-	-
Learning difficulty	463	99	3	1	-	-	-	-
Frailty (elderly)	462	99	3	1	-	-	1	<1
Confusion/senile dementia (elderly)	462	99	2	<1	1	<1	-	-
Arthritis	458	98	8	2	-	-	-	-
Deaf or hard of hearing	457	98	8	2	-	-	1	<1
Mobility problems	455	98	11	2	-	-	-	-
Drug/alcohol problems	455	98	10	2	1	<1	-	-
Diabetes	455	98	10	2	-	-	1	<1
Visual impairment	454	97	7	2	5	1	-	-
Mental or emotional distress	452	97	13	3	-	-	1	<1
Heart disease	452	97	13	3	-	-	1	<1
High blood pressure	447	96	16	3	2	<1	-	-

### 9.2 Help needed with household tasks

We asked respondents if there was anyone within the household who needed help or support with a range of daily tasks. Again, a small number indicated that there was. The most common things people needed help or support with were cooking and cleaning.



Again the Asian/Asian British respondents were least likely to indicate that there was anyone needing support, with only one respondent suggesting that someone in their household needed help with daily tasks.

We also asked how much help these household members needed with these daily tasks, ranging from a little help to being unable to do them without help. Cooking was the task where people felt most help or support was needed, this was followed by shopping. A small number of respondents did not know what level of help or support was needed.

When asked what type of support they currently receive for these tasks, the following specific responses were given: *'live-in carer'*, *'council give support - they put a chair lift in'*, *'school, social worker'*, and *'support from the CPN [community psychiatric nurse]'*. In terms of who provides the support, ten people indicated that they were the full-time carer, six people said that someone else within their household provided the care, five people indicated that a mixture of family and outside agencies provided care, while two people stated that care was provided entirely by outside agencies.

When asked whether they thought the support they received so far met their needs, two people said it did not. When asked to elaborate on why they felt this way the following responses were given:

*'Because I think Autistic children need help all the time to be active'*

*'There are limited child caring facilities'*

Interestingly, the care needs often related to children rather than care of older people. This could reflect the younger age range of the survey sample. Of those who were providing a caring role themselves, eight people indicated that they needed support in this role. When asked to elaborate on what type of support was required, the following responses were given: *'respite'*, *'to ensure that the child is cared for round the clock'*. One respondent indicated that they needed *'more communication'*, but unfortunately did not elaborate on what type of communication and whether this related to communication with service providers.

Table 69: Number of people in household needing help or support with daily tasks

Task	Number of people in household							
	None		1 person		2 people		3 people	
	No.	%	No.	%	No.	%	No.	%
Moving around the property	457	98	9	2	-	-	1	<1
Personal hygiene	457	98	8	2	-	-	2	<1
Using appliances	455	97	11	2	-	-	1	<1
Shopping	452	97	12	3	-	-	3	1
Laundry/ironing	452	97	12	3	-	-	3	1
Cleaning	451	97	13	3	-	-	3	1
Cooking	450	96	14	3	1	<1	2	<1

Table 70: How much help or support is needed with daily tasks?

Task	Level of help needed							
	A little		A lot		Can't do without		Don't know	
	No.	%	No.	%	No.	%	No.	%
Moving around the property	7	41	6	35	2	12	2	12
Cleaning	7	37	9	47	2	11	1	5
Cooking	4	24	11	65	2	12	-	-
Laundry/ironing	4	24	8	47	4	24	1	5
Personal hygiene	3	20	8	53	2	13	2	13
Shopping	3	18	10	59	2	12	2	12
Using appliances	3	18	8	47	4	24	2	12

### 9.3 Adaptations to accommodation

We also asked respondents to indicate what adaptations had been made to their accommodation and what adaptations they felt were needed. The most common facility people currently had was a downstairs toilet (23% of respondents), followed by a handrail on stairs (13%) and a walk-in shower or accessible bath (10%).

With regards to facilities that people did not currently have but felt they needed, this included – in order of frequency – a walk-in shower or accessible bath, a bathroom grab rail, a stair lift and access ramps outside the home (for the full list see Table 71 below). Looking at the tenure of those who required adaptations to their accommodation, the majority were currently living in the private rented sector. Only a small number (one or two) were living in socially rented accommodation.

When asked if there were any other facilities that people needed, only three people made reference to additional facilities. However, none of these suggestions were health related adaptations, with two respondents making reference to wanting parking facilities while the other respondent wanted a garden for the children to play in. Indeed, one respondent commented that they were not aware of any of the things that were listed.

We asked respondents if they needed any support to identify or carry out adaptations to their current home; eight respondents indicated that they did. These respondents came from a range of ethnic groups. Four of these respondents were living in Poole. The remainder lived in West Dorset; Weymouth and Portland; Purbeck; and Christchurch. When asked where they would go for advice the responses given, in order of frequency, were: the council, their GP, the Citizens Advice Bureau (CAB) or Social Services. Three respondents stated that they did not know where to go to get advice on identifying or carrying out adaptations to their current home.

Table 71: Adaptations to accommodation

Adaptation	Already have		Don't have but need		Don't have & don't need	
	No.	%	No.	%	No.	%
Downstairs toilet	104	23	8	2	350	76
Handrail on stairs	62	13	7	2	395	85
Walk-in shower or accessible bath	49	10	17	4	398	86
Tap adaptations	20	4	8	2	435	94
Bathroom grab rail	16	3	14	3	434	94
Access ramps (outside home)	12	3	10	2	441	95
Alarm pull	10	2	8	2	434	96
Stair lift	9	2	12	3	443	95
Commode	7	2	7	2	449	97
Access ramps (inside home)	6	1	7	2	449	97
Fixed hoist	5	1	7	2	451	97
Portable hoist	5	1	7	2	451	97

### 9.4 Specialist accommodation requirements

We also asked all respondents to indicate whether or not they needed any specialist forms of accommodation. Only a small number of people indicated that they had additional accommodation needs. The most common was accommodation without stairs (eleven respondents); this was followed by accommodation with an alarm call system (six respondents). Looking at the tenure of those who had specialist requirements, those requiring accommodation without stairs were divided fairly evenly between the different tenures, while three of the six people who indicated that they would like an alarm call system were living in Housing Association accommodation.

Looking at the ethnic group of those who indicated that they had additional accommodation needs, these individuals were primarily White (European and Other) or Chinese or Other Ethnic group. None of the Asian/Asian British respondents indicated that they had any additional specific accommodation needs.

Finally, we asked all respondents to indicate where they would go for advice if they ever needed any specialist forms of accommodation; 95% of the sample indicated that they did not know but suggested they would go to one of the following, in order of frequency: the Council, the CAB, a housing association, Social Services, or their GP. A small number of respondents (nine) suggested that they would seek advice from BME community groups. Individual respondents also stated that they would seek advice from friends/family, employer, a solicitor or the internet.

Table 72: Additional accommodation needs

Accommodation need	All	
	No.	%
Accommodation without stairs	11	2
Accommodation with alarm-call system	6	1
Accommodation with day-time staff and emergency call out	3	1
Larger accommodation for carer to stay overnight	3	1
Accommodation suitable for wheelchair	2	<1
Accommodation with visiting warden	2	<1
Accommodation with on-site warden	1	<1

## 9.5 The needs of older people

We wanted to explore the needs of older people within the sample. A total of thirty-eight respondents (8% of the sample as a whole) indicated that they, or someone else in the household, were over the age of sixty. These respondents were from all ethnic groups, as follows: White (European and Other) (fifteen respondents); Chinese or Other ethnic group (thirteen); Asian/Asian British (six); Black/Black British (three); and Mixed (one).

We asked these respondents if the people over the aged of sixty in the household would be interested in moving to a housing scheme catering specifically for the needs of older people; seven respondents said yes (1% of the sample as a whole), twenty-six said no, while five people were unsure. The respondents who said yes were White (European and Other) (four respondents) and Chinese or Other ethnic group (three respondents).

For those who were interested in the idea of living in a scheme for older people, the following reasons were given for this preference:

*'As [I] am elderly everything might be difficult to deal [with] by myself'*

*'For security and on-site help'*

*'I need care and if my family is not around it could be a safe option'*

*'It would be easier'*

*'[A] safe gated community'*

For those who were not interested in the idea of living in a scheme for older people, a number of reasons were given, some relating to a desire to maintain independence while others made reference to older family members preferring to live with family because of language barriers:

*'Because I am healthy and do not need help'*

*'Because we own two properties'*

*'[I am] happy living independently in [my] own home and do not want to move anywhere else in [my] life'*

*'I live with my children and am not interested in living anywhere else'*

*'[I] need independence'*

*'That's my mother, she doesn't speak English, so will prefer to stay with us'*

*'We look after [our mother] plus she doesn't speak very good English'*

We asked the seven respondents who were interested in a scheme for older people whether or not they would prefer to live with people from the same or different ethnic groups; three people did not know, while the remaining four respondents were divided equally between those who wanted to live with people from the same ethnic group and those who wanted to live in a scheme with a mix of different ethnic groups.

With regards to the size of the scheme, the majority of respondents (five) suggested that they would prefer the scheme to be small (i.e. one to fifteen flats. When asked why they preferred a smaller number, two respondents made the following comments: *'it makes it feel like a small family'* and *'to create quiet environment'*. The remaining respondents indicated a range of between eleven and thirty one flats. In terms of the number of bedrooms that the flats in the scheme should have, five respondents said two bedrooms and two respondents said one bedroom. Those who wanted more than one bedroom indicated that it would be good to have space for visitors to stay.

We also asked the seven respondents who were interested in schemes for older people to suggest the specific facilities they would want to see included in the scheme. The following responses were given:

*'Communal park, car park'*

*'Community lounge, community situation, district nurse, community physiotherapist'*

*'Flat, garden, nursing service'*

*'Leisure facilities, games, exercise space'*

*'Swimming pool, social area, small cinema'*

*'Warden/first aider, communal lounge/dining room'*

*'I don't know yet, lift'*

Finally, we asked all thirty-eight respondents who indicated that there was an older person in their household to indicate what they thought older people's preference was in terms of care and what was likely to happen. There was a preference for living independently with support in their own home, or being looked after by family.

What was interesting was that when asked what was *likely to happen*, living independently with support dropped in number while living in a dedicated home/scheme increased (albeit based on small sample sizes). One respondent indicated that some 'other' situation was likely to happen in relation to their care. When asked to elaborate, the following 'unhappy' response was given: *'forgotten and living alone'*.

Table 73: Older people's options for long-term care

Option for long-term care	Preference		Likely to happen	
	No.	%	No.	%
Living independently with support in own home	18	50	13	38
Being looked after by immediate family	16	44	16	47
Living in a dedicated home/scheme	2	6	4	12
Other	-	-	1	3
	<b>36</b>	<b>100</b>	<b>34</b>	<b>100</b>

## 10. Housing related services

This chapter focuses on BME households' use and experience of specific housing related services.

### 10.1 Awareness of housing related services

Respondents were asked to indicate from a range of services if they had ever used the service, if they were aware of it but had never used it or if they were not aware of the service.

The housing related services that were most commonly used were the Citizens Advice Bureau (CAB) (34% of respondents had used this service); Housing Benefits (17%); and the council housing register (16%). The services that people had least awareness of were floating support (49% of respondents were not aware of this service); housing association maintenance services (42%); and council home repair grants (41%). When looking at this data, we need to consider that some of the respondents who highlighted that they had not used a service may also have had a lack of awareness of what the service provided. However, we also need to take into consideration that views reflect the fact the very few people were living in socially rented accommodation and therefore would not necessarily come into contact with some of the services (for example, HA maintenance service, Council home repair grants, etc).

A small number of respondents made reference to using 'other' housing related services, which included: '*free loft and wall insulation*', '*I used the Job Centre for help about housing benefits*' and '*Night shelter*'.

Table 74: Awareness of housing related services

Service	Used service		Not used service		Not aware of service	
	No.	%	No.	%	No.	%
Citizens Advice Bureau (CAB)	160	34	238	51	68	15
Housing Benefits	81	17	318	68	66	14
Council housing register	75	16	269	58	121	26
Housing association (HA) register	27	6	264	57	171	37
HA maintenance service	8	2	263	57	192	42
Council home repair grants	7	2	264	57	189	41
Service for people with mental health problems	7	2	314	68	142	31
Other homelessness service	7	2	280	61	172	38
Council homelessness service	5	1	308	67	148	32
Service for people with drug/alcohol problems	3	1	329	71	130	28
Floating support	3	1	231	50	229	49
Service for older/elderly people	2	<1	334	72	126	27
Service for people with learning disabilities	1	<1	316	68	145	31
Service for ex-offenders/those at risk of offending	1	<1	301	65	160	35
Service for vulnerable young people	-	-	297	64	165	36

## 10.2 Problems with use of housing related services

We asked the respondents who had used any of the above service if they had experienced any problems contacting these services. The following problems were highlighted, albeit in low numbers: language barriers (8% of respondents):

*'I was told that the documents would be sent in Polish and nothing happened'*

Difficulty finding the right person to speak to (5% of respondents):

*'[I had a] problem with establishing contact. [My] problem [was] not dealt [with] properly, while noisy parties were carried during the summer nights'*

Not knowing where to go to access the service (5% of respondents); and difficulty accessing services because they are only open during 'office' hours (5% of respondents).

Fourteen respondents (3% of respondents) also made reference to other problems they had experienced. When asked to elaborate on this, some respondents provided additional information:

*'I didn't receive appropriate support from [name of Housing Association] when I suffered from racial harassment'*

*'[I] sent them [an] email but did not hear back'*

## 10.3 Additional support needs

Respondents were also asked to indicate if they need help or support with any of the following: managing household bills; dealing with debt; claiming benefits; dealing with correspondence (i.e. letters); filling in forms; accessing services; and maintaining accommodation/avoiding eviction.

From this list of support needs, the issues that people most frequently needed support with were filling in forms (15% of respondents), claiming benefits (12%), dealing with correspondence (10%), and accessing services (9%).

We also asked respondents if there was any other type of help or support that they needed; three individuals made reference to the following:

*'Help with tax exemption'*

*'[I] could have done with some support as a single parent with my children'*

*'My son needs a student loan because he's at university, and I am supporting him financially'*



One respondent stated: *'I don't know how to use the services'*. Unfortunately they did not elaborate on which services they were referring to, which implies a lack of understanding in relation to all service areas. Once again, what the data shows is that BME communities are affected by the same issues that affect the wider population.

Table 75: Additional support needs

	Yes		No		Don't know	
	No.	%	No.	%	No.	%
Filling in forms	69	15	392	84	4	1
Claiming benefits	55	12	394	85	14	3
Dealing with correspondence	46	10	414	89	3	1
Accessing services	42	9	410	88	13	3
Dealing with debt	25	5	431	93	7	2
Managing household bills	14	3	442	95	8	2
Maintaining accommodation/avoiding eviction	12	3	444	96	9	2

### 10.4 Language barriers

We asked respondents if there was an adult in their household who was unable to read or write English or unable to speak English; 16% of respondents had an adult in their household unable to read or write English, while 12% had an adult in their household unable to speak English. These percentages were both highest amongst the sample in West Dorset (23% and 21% respectively). Having an adult in the household unable to read or write English appeared to be slightly more prevalent in the more rural areas.

The White (European and Other White) group were more likely to have an adult in their household without English language skills, while the mixed group indicated that all adults within the household could read, write and speak English (with the exception of one respondent who did not know).

We also asked respondents if they had access to interpretation/translation services if required; eight respondents stated that they had access to an interpretation/translation service, sixty-seven respondents stated that friends/family interpreted for them, while twelve respondents stated they did not have access to one. Unfortunately these respondents did not elaborate on what problems, if any, this had caused them. The remaining respondents indicated that they did not need one.

## 10.5 Tables

### English language skills

Table 76: Is there an adult in your household unable to read or write English?

	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No	385	82	223	84	52	74	31	79	27	93	27	87	14	78	11	79
Yes	76	16	39	15	16	23	6	15	4	14	4	13	4	22	3	21
Don't know	6	1	2	1	2	3	2	5	-	-	-	-	-	-	-	-
<b>Total</b>	<b>467</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>14</b>	<b>100</b>

Note: excludes two missing cases

Table 77: Is there an adult in your household unable to speak English?

	Local Authority															
	All		Poole		West Dorset		Weymouth & Portland		Christchurch		East Dorset		Purbeck		North Dorset	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No	405	87	231	88	55	79	37	95	27	86	26	84	15	83	14	93
Yes	58	12	31	12	15	21	-	-	4	14	4	13	3	17	1	7
Don't know	5	1	2	1	-	-	2	5	-	-	1	3	-	-	-	-
<b>Total</b>	<b>468</b>	<b>100</b>	<b>264</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>39</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>31</b>	<b>100</b>	<b>18</b>	<b>100</b>	<b>15</b>	<b>100</b>

Note: excludes two missing cases

Table 78: Is there an adult in your household unable to read or write English (by ethnic group)?

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No	385	82	185	73	19	95	66	85	57	98	58	98
Yes	76	16	63	25	-	-	12	15	-	-	1	2
Don't know	6	2	4	2	1	5	-	-	1	2	-	-
<b>Total</b>	<b>467</b>	<b>100</b>	<b>252</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>59</b>	<b>100</b>

Note: excludes two missing cases

Table 79: Is there an adult in your household unable to speak English (by ethnic group)?

	Ethnic origin											
	All		White: European & Other White		Mixed		Asian or Asian British		Black or Black British		Chinese or Other Ethnic Group	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
No	405	87	206	81	19	95	67	86	56	97	57	97
Yes	58	12	44	17	-	-	11	14	1	2	2	3
Don't know	5	1	3	1	1	5	-	-	1	2	-	-
<b>Total</b>	<b>468</b>	<b>100</b>	<b>253</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>78</b>	<b>100</b>	<b>58</b>	<b>100</b>	<b>59</b>	<b>100</b>

Note: excludes one missing case



example, about differences in behaviour between those living in urban areas and those in rural areas. It was suggested that there was a greater sense of competition amongst those living in urban areas, with people being less likely to help each other. This was compared with people living in rural areas who, it was suggested were “close and don’t fight for work”.

## 11.2 Isolation

Respondents suggested that some BME populations can experience a sense of isolation living in Dorset. One Chinese interviewee, for example, suggested that there was a divide amongst the Chinese community because the majority spoke Cantonese. Non-Cantonese speakers were therefore in some respects separate from people of the same nationality.

Another respondent indicated that not being a member of a church or established social group can also leave people feeling isolated.

## 11.3 Accommodation issues

A frequently cited problem for respondents related to affordability. This was a huge barrier for many who wanted to buy their own home, but felt they were unable to do so. For some, this related to their income; however, it was also attributed to the economic downturn. As one person highlighted: “even for people on average incomes this is a problem”.

Interestingly, one respondent highlighted that Dorset was an area where ‘more affluent’ people from outside the County bought second homes. They felt that this made it more difficult for young people to ‘get on the housing ladder’.

It is not only buying a property that was seen as difficult. It was also suggested by respondents that the high cost of buying properties meant that people had to find alternative accommodation, which in turn meant that there were long waiting lists for socially rented accommodation. It was felt that in less densely populated areas it was quite rare for a socially rented property to become available.

People also highlighted financial barriers in the private rental market, particularly in relation to the large deposits that are required. Also, as some areas of Dorset are tourist destinations, people made reference to the fact that some private properties are let out for the summer but empty during winter.

There were a number of other problems that people referred to. Firstly, people talked about quality of their homes; for example, as one person revealed:

*“We have a problem with damp and the letting agency has not been helpful in addressing the problem”*

Secondly, people made reference to the issue of overcrowding. Respondents said that this can affect some households, particularly where there are larger families. One person gave the example of Jewish families having seven or eight children.

Thirdly, lack of awareness of housing rights was also relevant to some BME communities. One person gave an example of where they had been asked to leave a property they were renting. They suggested that as they did not know their rights they felt that they had no choice but to leave.

However, not all the comments that people made about their housing situation were negative. Some respondents said that they had no housing problems at all and a number of people were very positive about where they were living, speaking favourably about their neighbourhoods. This illustrates the diversity of experiences that people have.

A number of the people who took part in the consultation did suggest that they planned to move in the future and cited a variety of reasons. One person wanted to move to an area that was more multi-cultural but also where there were more employment opportunities (this respondent was currently living in a small tourist resort in West Dorset). A number of people just wanted to live in accommodation that was more suited to their needs in terms of size.

Interviewees were mixed in their view as to whether they thought they were aware of all the housing options available to them. Some felt that they did not need to know because they own their own home and any future property would also be owner occupied. The majority of people felt that they knew about the various housing options and tenures, although they did not understand them all in depth.

#### **11.4 Comments on services and facilities**

Interviewees talked about there being a lack of facilities in some areas. One of the main issues seemed to be around the lack of leisure services, especially in the smaller towns. One person talked about the lack of communal spaces such as a community centre, village hall, or other facilities.

Respondents were aware of a small number of community events in Dorset which were aimed at BME communities. For example, the Jewish community hold a public engagement event every year while the West Dorset Multi Cultural Network also organises a number of events (in Dorchester). Apart from these some respondents stated that they would sometimes go 'further afield' where bigger events were held (an event in Southampton was one example that was given).

Interestingly, the interviewees had mixed views as to whether there was a need for a service which is specifically for the BME community. Those who supported such a service said that it would benefit BME communities to know that there is an organisation that they can approach if they are experiencing discrimination, particularly if this is occurring in the workplace. It would also be good as a point of contact for people who are new to an area. One person suggested, however, that perhaps if currently existing organisations such as the CAB were more able to deal with the issues facing BME communities then that would be 'good enough' in the smaller towns. Some people also suggested that there was a need for more community events all over Dorset and not just concentrated in the larger urban areas. However, it was suggested that events and awareness raising should avoid perpetuating stereotypes, as one person stated: *"The schools still stereotype by having in African drummers and dancers"*.

The reasons given for not supporting services specifically for BME communities related to the stigma that may be attached to being 'grouped together'. It was also felt that services specifically for BME communities could result in segregating people from the rest of the population.

Travel and spatial factors also present difficulties in relation to accessing services and facilities. For example, members of the Jewish community needed travel to Bournemouth to visit a synagogue. It was also highlighted that buying kosher food and Jewish newspapers presented a challenge. There were other issues raised that can affect *the whole* rural population, not just BME communities, such as difficulty accessing face-to-face contact with the local authority. People often have to drive to a town a significant distance away and this can be difficult for some residents. Similarly, one person said that they had a specific health care need which cannot be met by local services and so they must travel to another district within Dorset to get the support that they needed. Furthermore, while residents are encouraged to use public transport this can be difficult in some rural areas and it was suggested that it is not feasible to rely on the local train services. A recent MORI survey of Dorset residents also indicated dissatisfaction with local transport services, with 28% of respondents being dissatisfied (Ipsos MORI, 2010).

## 11.5 Interpretation and translation

The participants had experienced a number of problems regarding the use of interpreters. One compared their experience at the GP with their experience of contact with the Council, suggesting that it was more difficult to access an interpreter when they went to see their GP, while Council services were better at providing language support. However, another person highlighted that although the Council seemed to offer a lot of information about services it was not always available in the languages that people required. Furthermore, some interviewees found there to be a lack of ESOL provision in Dorset.

## 11.6 Discrimination

Several people commented on a perceived problem of the underreporting of hate crime. Examples given included anti-Semitic comments, and even a physical assault which was believed to be racially motivated. One person had transferred their child to a different school because the child had experienced racially motivated bullying. Interestingly, one interviewee felt that BME communities need to consider where they choose to live because they will not have the same level of personal safety as the rest of the population. It was also suggested by one respondent that "*The police need training too – they don't get on well with BME people*".

One person described feeling discriminated against at work and felt that this situation was worse for those who do not speak English, while another respondent felt there was discrimination against students from overseas:

*"Local people do not really like having the foreign students in the area... but they are interested in their money"*

Finally, a couple of participants highlighted that they are sometimes cautious when using public transport (particularly buses) as they have felt hostility from other passengers and drivers.

## **11.7 Information needs**

Some respondents made reference to difficulties in accessing information. An example was given of contacting local Councils, where it was felt that the systems and structures were complicated. This made it difficult to know where to go for help. One person suggested that this complexity makes it difficult to navigate the service, making it easy for someone to 'fall through the cracks' in the system. Similarly, some written documents were considered to be confusing which sometimes dissuaded people from engaging with the Council. Furthermore, some people were suspicious of the equal opportunities monitoring forms that some service providers asked people to complete and felt that they may actually be using this information to discriminate against ethnic minorities. One person suggested that this information is "*none of their business*".

A number of people made reference to using informal networks to access information. Indeed, one person commented that they 'do not trust' agencies and therefore ask friends for advice. With regards to those who did access information through more formal means, the following sources were referred to: Internet (including Council and commercial websites); library; housing association handbook; CAB; Racial Equality Network; Sure Start centre; Social services; and social action officer (at a place of worship).

A number of interviewees were very positive about the information that is already available. However, there were a number of issues raised in relation to housing rights, access to health care, how to contact the Police, how to get a National Insurance number and how to open a bank account. These issues were raised by a student who suggested that overseas students are invited to a meeting where they are provided with information; however, these issues apply equally to non-students.

Finally, one interviewee wanted the Council to explain more about their plans to meet the criteria on diversity. They felt that there was a need to evidence any progress that had been made.

## **11.8 Recommendations for increasing engagement with BME communities**

Interviewees made a number of suggestions as to how communication between the agencies and BME communities can be improved:

- BME communities could be engaged through contacting employers, schools, social housing providers and health centres;
- Printed information (including welcome packs) could be left in public places such as GP surgeries, hospitals, health centres, restaurants, churches, community venues and transport hubs;



- Information could be advertised in local newspapers;
- The multi-cultural newsletter (produced by the South West Dorset Multicultural Network) could be used by mainstream services to disseminate information about services and events;
- Services could be improved by 'being more helpful' when people do approach them. Respondents highlighted that it is easy to get frustrated when a service is perceived as unhelpful and this can discourage further use. This issue, however, was more about the response and knowledge of front line staff, rather than an issue relating solely to the BME communities.

## 12. Conclusions and ways forward

The overarching aim of the study was to explore the housing and related needs of BME communities living in Dorset. Using a combination of survey methods, qualitative interviews and secondary data, the objectives were to provide some demographic information on the BME population; explore the current accommodation situation and aspirations of BME households; investigate awareness of housing related services; and identify best methods of engagement with BME communities.

This final chapter brings together the findings of the study to highlight some of the key issues that have emerged, offering some ways forward for stakeholders in order to meet the needs of BME communities in Dorset.

### 12.1 Recognising and monitoring diversity

In the UK, the proportion of the population which is White British has fallen. It is argued that this fall in population is likely to continue as the White British population is getting older and therefore has a slower growth rate, but also due to migration (Housing Corporation and CIH, 2008). On the other hand, the BME population is increasing. The ONS 'experimental statistics' for England estimate that the BME population in England has increased by 23% since the 2001 Census (Dorset County Council, 2008b). The statistics for Dorset suggest that there has been an 85% increase in the BME population over the last few years, albeit from a low base (Dorset County Council, 2008b).

As well as growing in terms of population size, it needs to be recognised that the term 'BME population' hides a diversity of different communities. This includes British BME populations; for example, Black British, Asian British and Gypsy and Traveller communities. However, it also includes foreign nationals; for example, asylum seekers and refugees, overseas students, and those identified as 'migrant workers'. The evidence from this study confirms that the BME population within Dorset is ethnically diverse, with both established or British BME communities and new and emerging communities. The BME population is therefore not one homogenous group, from which generalisations can be made. The population is also dynamic, particularly with the arrival of people from Central and Eastern European countries since 2004. Indeed, migrants from the new EU countries have dominated UK arrivals in recent years.

This study represents a 'snap shot' of a potentially dynamic population, as highlighted above. New communities will move into an area while others will move out. Consequently there is a need for better ethnic monitoring at a local level, as well as a sharing of information between different agencies.

*Ways forward:* Councils and partners should develop a common approach to ethnic monitoring – including recording nationality – which all service providers should be encouraged to use to monitor the take-up of services.

Qualitative interviews with BME households suggested that some respondents were suspicious of ethnic monitoring. It therefore needs to be explained that such monitoring is an important part of ensuring that services are able to meet the diversity of needs.

While the study endeavoured to be as inclusive as possible in terms of ethnic groups and local authority coverage, in some areas it was difficult to engage with BME communities, despite working with community interviewers. On reflection, this was perhaps overly ambitious in that very little was known about the nature and location of some of the smaller and especially 'hard to reach' communities within the County. It must be recognised that further work may be required to build on this study at a local authority level, particularly in terms of those communities or districts where there was less representation.

*Ways forward:* there is a need to consider how to engage with the more hard to reach communities.

## **12.2 Accommodation issues**

Although it is difficult to predict the impact of the growth of BME communities on the housing sector, it is recognised that the needs and aspirations of BME communities are important considerations for housing providers (Housing Corporation and CIH, 2008).

Previous studies have identified owner occupation as the most common tenure of BME communities (Housing Corporation and CIH, 2008). This study, however, has highlighted the importance of the private sector, with over half of the people interviewed living in private rented accommodation (either through a private landlord or letting agency). This is perhaps unsurprising given that a large proportion of the sample were White European. Indeed, previous research has highlighted the dominance of the private rented sector amongst Central and Eastern European migrants and this sector is sometimes perceived as being a more flexible option for those who are in the UK temporarily (Scullion et al., 2009). It is also seen as an 'easier' option for people from overseas, as references are not always required (Hunt et al., 2008). However, what the study in Dorset revealed was that the private rented sector was important for all BME groups, not just those identified as White European. While people were generally satisfied with the private rented sector, the more narrative responses in the survey revealed that some people had experienced poor conditions or issues with landlords not carrying out repairs.

*Ways forward:* Given the importance of the private sector, Councils and partners should ensure work continues in relation to standards of accommodation and licensing of HMOs.

Furthermore, what was interesting was the low level of take-up of socially rented accommodation, with just twenty people across the whole sample living in this form of tenure (4% of the sample). Information provided by local authorities in relation to registrations by ethnic group also confirms this small percentage of BME communities living in the social rented sector. This finding appears to contradict the public perception of the demands placed on social housing by different BME communities – particularly foreign nationals – and the perception of preferential treatment with regards to housing allocation, which can sometimes create, or add to, tensions between communities.

Local authorities need to consider the implications of people's accommodation aspirations. Previous research has highlighted that the propensity to enter socially rented accommodation is high amongst nearly all BME populations (Markkanen, 2009). Around 60% of the households interviewed in Dorset had aspirations to move to a different property in the future; 15% of these indicated a preference for socially rented accommodation. Furthermore, there is a need to consider that a number of the Central and Eastern European migrant communities had intentions to stay in the UK, which may also impact on demand for accommodation.

*Ways forward:* there is a need to consider the implications of any increase in demand for socially rented properties in future years, not only in terms of availability, but also from a community cohesion perspective, as raised above.

At the same time, stakeholder consultation raised the issue of Choice-Based Lettings. Further investigation would be required in order to explore the implications of CBL particularly as previous studies have highlighted that the complexity of CBL can be an issue.

*Ways forward:* there is a need to consider the effects of the Choice-Based Lettings system on BME households' ability to access socially rented accommodation.

Finally, over half of those who had aspirations to move to a different property expressed a preference for owner occupation. Affordability of housing was seen as a key issue and a large proportion of the sample indicated that they had no or very few savings. Lack of savings combined with the tighter rules on lending that have resulted from the economic downturn may mean reduced access to owner occupation, leading to reliance on other sectors. The issue of affordability, however, has been highlighted by *all* communities across Dorset, with a recent MORI Survey suggesting that it was one of the main issues for residents in the County (Ipsos MORI, 2010).

### **12.3 Raising awareness of housing related services**

In line with many previous studies, there was evidence of a lack of awareness of various housing related services ranging from housing registers to services specifically for vulnerable people (for example, those experiencing mental health problems, drug and alcohol misuse, and homelessness). There is a strong tendency for people to find out about different services through their social networks (i.e. through friends and family). This reliance on more 'informal' means of information, however, could result in miscommunication or misinformation about options and entitlements.

With regards to specialist accommodation (i.e. accommodation without stairs, accommodation with alarm call system, etc.), the study revealed a very low level of need. This may in part reflect the younger age range of the sample. However, we also need to recognise that there is a lack of appreciation about the nature of housing-related support and its availability. Furthermore, the study highlighted that some respondents were undertaking a caring role for other family members. Such individuals need to be aware of the types of support they can receive to assist them with their caring role.

*Ways forward:* providers of specialist accommodation and support for carers should ensure promotion of services to BME communities.

Previous research has highlighted that dissemination of information is, in many respects, more important than increasing provision or creating new services. A study of BME communities in Bournemouth, for example, suggested that accessibility of information was a major barrier to the exploration and take-up of services in Bournemouth (Manda Glenn Research & Consultancy, 2006). This issue applies across Dorset and qualitative interviews with BME households, for example, suggested that printed information on various services should be available in public places, such as: health centres, churches/places of worship, community venues and transport hubs.

*Ways forward:* Councils and partners who do not currently provide a resource pack summarising key services and agencies should be encouraged to do so. Those Councils that have already produced an information resource need to ensure that it is being targeted at those communities that are harder to reach.

What has also emerged from the study is that more people are aware of, and use, the Citizens Advice Bureau (CAB) than other services. Indeed, over a third of respondents indicated that they had used the CAB at some point, with a further 51% of people being aware of the CAB as a source of information and advice.

*Ways forward:* The CAB is an important resource and Councils, housing providers and other service providers should be encouraged to develop links with the CAB in order to provide information and assistance to BME communities.

As well as ensuring that information is disseminated at organisations and community venues where known populations are, the Internet is also a very useful means of disseminating information and there are already a number of websites providing information on work, housing, health care, money, etc. in a variety of languages (see for example, *myUKinfo.com*).

What is apparent is that authorities need to explore multiple methods of disseminating information to communities, once again recognising the diversity of communities; for example, the information needs of asylum seekers and refugees, migrant workers, overseas students and British BME communities may differ.

## **12.4 Language**

Acquisition of English language remains a pervasive issue for some BME households. English language ability affects the types of jobs people can obtain and the wages they can command. Research suggests, for example, that fluency in English can increase the average hourly occupational wage by around 20% (Shields and Wheatley-Price, 2002). With increasing numbers and diversity of the BME population, there have been growing concerns about the level of ESOL provision available. According to the Learning and Skills Council (LSC) (2006), the demand for ESOL has expanded well beyond provision and funding, resulting in waiting lists across the UK.

However, language is not just an issue in the work place, but a feature in other interactions; for example, accessing key services such as housing, health care and education, as well as the amenities that are accessed every day, such as shops and banks.

Both BME households and key stakeholders in this study made reference to issues of language, particularly in relation to language as a barrier to effective engagement with the local services and facilities. Indeed, 12% of the sample indicated that there was an adult in their household who was unable to speak English, while 16% had an adult in their household unable to read or write English. This was most common amongst the White European and Other group. As highlighted previously, the majority of this group were Central and Eastern European migrants who had come to the UK primarily for employment. The issue of language has been highlighted in previous studies with migrant workers, where it has been found that people's work commitments make it difficult to access language courses. However, it has also been highlighted that migrant communities do not always prioritise acquisition of language, and therefore more needs to be done to encourage people to access English language courses, but also to continue with courses once they have enrolled (see Scullion and Morris, 2009).

A previous study carried out in East Dorset has highlighted the need to improve the use of interpreter and translation services (Genco, not dated). From the perspective of both BME households and key stakeholders, there appeared to be inconsistency in access to language support when accessing key services. Some services were praised in their provision, while others were viewed more negatively (a number of comments were made in particular around health care services).

*Ways forward:* there is a need to ensure that staff are fully trained in the use of language services if their role requires contact with non-English speaking service users.

*Ways forward:* there is also a need to ensure that service providers make better use of existing language services (including language line and interpreters). There are language services based in Dorset that can provide a range of services.

## **12.5 Future considerations**

In many respects the study provides a starting point for key stakeholders to begin looking at how to take the findings forward and where further information is required. As highlighted above, local authorities and service providers, need to ensure that they are constantly monitoring population changes within their local area and sharing this information at a wider level. Regardless of the size of a community, if BME households are living, or move into, an area and are accessing particular services, these providers should have an understanding of diversity and cultural differences. Rural service providers in particular can sometimes have little experience of addressing the requirements of ethnically diverse populations.

Past debates in relation to BME communities have discussed the issue of whether or not separate services are required for particular communities. However, the study suggests an overall view that BME households do not want separate or specific provision, which can actually add to the sense of separation or isolation that people can sometimes feel as members of a minority community. Those who supported the idea of separate services generally talked in terms of the benefit of knowing that they would not be discriminated against, rather than suggesting that it was needed from the perspective of a gap in service provision.

In terms of specific 'needs', what has emerged is that it is more about ensuring that existing services promote their services better to BME communities, making better use of existing BME networks, community development work, newsletters, language schools, etc. and ensuring that information is disseminated as widely and accessibly as possible. Engagement is a two-way process – it is not just about BME communities knowing where to go to access services, it is also about ensuring that service providers continue their efforts to engage with different communities. Ultimately, BME households have the same vulnerabilities and concerns as the White British population – affordability of accommodation; unemployment; needs of older people, children and families; domestic violence; homelessness; drug and alcohol abuse, etc – it is therefore about knowing where to go when these issues arise.

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## Appendix 1 Registered Social Landlords Proforma

### The housing and related support needs of the Black & Minority Ethnic (BME) Community

#### Organisation Details

Name of organisation: \_\_\_\_\_

Name of respondent: \_\_\_\_\_

Position in organisation: \_\_\_\_\_

Telephone no.: \_\_\_\_\_

Email address: \_\_\_\_\_

#### Services Provided by your Organisation

Q1. What are the main services provided by your organisation?

\_\_\_\_\_  
\_\_\_\_\_

Q2. Does your organisation routinely collect statistics on the ethnic profile of service users?

Yes  **Go to Q 4**

No  **Go to Q 3**

Don't know  **Go to Q 4**

Q3. If **NO** why not?

\_\_\_\_\_  
\_\_\_\_\_

Q4. What proportion of your client group are from Black and Minority Ethnic (BME) communities?

- Less than 1%
  - 1 – 2%
  - 2 – 3%
  - 3 – 4%
  - 4 – 5%
  - 5 – 6%
  - 6 – 7%
  - 7 – 8%
  - 8 – 9%
  - 9 – 10%
  - Don't know
  - Other (**please specify below**)
- 

Q5. Which particular ethnic groups are part of your client group?  
**Tick ✓ all that apply**

- White European
  - White & Black Caribbean
  - White & Black African
  - White & Asian
  - African Indian
  - Indian
  - Pakistani
  - Bangladeshi
  - Caribbean
  - African
  - Chinese
  - Filipino
  - Any other ethnic group (**please specify below**)
-

Q6. If you have a waiting list, what proportion of those on the list are from a Black and Minority Ethnic (BME) community?

- Less than 1%
  - 1 – 2%
  - 2 – 3%
  - 3 – 4%
  - 4 – 5%
  - 5 – 6%
  - 6 – 7%
  - 7 – 8%
  - 8 – 9%
  - 9 – 10%
  - Don't know
  - Other **(please specify below)**
- 
- Do not have a waiting list

Q7. Which particular ethnic groups are on the waiting list? **Tick ✓ all that apply**

- White European
  - White & Black Caribbean
  - White & Black African
  - White & Asian
  - African Indian
  - Indian
  - Pakistani
  - Bangladeshi
  - Caribbean
  - African
  - Chinese
  - Filipino
  - Any other ethnic group **(please specify below)**
-

Q8. Has the number of people from BME communities using your service increased or decreased in the last 3 years?

- Increased  **Go to Q 9**
- Decreased  **Go to Q 9**
- Stayed the same  **Go to Q 10**
- Don't know  **Go to Q 10**

Q9. Why do you think this increase/decrease has occurred?

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Q10. How do you promote/publicise the services you provide?

**Tick ✓ all that apply**

- Newsletter
- Adverts in the local press
- Adverts of radio/TV
- Posters in the community
- Activities in the community
- Email
- Website
- Other (**please specify below**)

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Q11. To what extent do you target such promotion at BME communities?

- Completely
- Partly
- Not at all
- Don't know

Q12. Please explain you answer:

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Q13. Do you feel that members of the BME communities are sufficiently aware of the full range of services that you provide in the area (as listed in Q1?)

- Yes
- No
- Don't know

Q14. Please explain why?

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Q15. How easy/difficult do you feel that members of the BME communities find accessing your services?

- Very easy
- Relatively easy
- Neither easy or difficult
- Relatively difficult
- Very difficult
- Don't know

Q16. Why do you say this?

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Q17. What support do you provide to people BME communities who approach your organisation but are unable to speak English?

**Tick ✓ all that apply**

- Translation service in office
- Go to the home with translator
- Leaflets provided in different languages
- Use of community worker
- None
- Other (**please specify below**)

---

Q18. Does your organisation provide information about your services in minority languages?

- Yes  **Go to Q 19**
- No  **Go to Q 20**
- Don't know  **Go to Q 20**

Q19. If **YES**, which languages?

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Q20. Are there any services which you feel your organisation should provide or develop for BME communities?

- Yes  **Go to Q 21**
- No  **Go to Q 22**
- Don't know  **Go to Q 22**

Q21. If **YES**, which services?

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<b>The needs of BME communities</b>
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Q22. Do you feel that there is a need for services within the area which cater specifically for the needs of BME communities?

- Yes  **Go to Q 23**
- No  **Go to Q 23**
- Don't know  **Go to Q 24**

Q23. Why **YES** or **NO**

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Q24. What do you think are the priority **support needs** affecting BME communities generally? Where possible, please differentiate between specific BME groups and/or particular sections of these groups (e.g. Pakistani older women need help with...).

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Q25. What do you think are the **housing-related needs** of members of the BME communities? Where possible, please differentiate between specific BME groups and/or particular sections of these groups (e.g. Pakistani older women need help with...).

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**Future provision**

Q26. If you could make three recommendations to the study team about the housing and related support needs of local BME communities, what would they be?

1. 

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2. 

---

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3. 

---

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Q27. Are there any other comments you would like to make about the housing and related support needs of BME communities?

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**Thank you for your help with this study!**

We would be really grateful if you could return the completed questionnaire by **Wednesday 16<sup>th</sup> December 2009**

The questionnaire can be returned by email or post to the following:

**Sharron Henning  
Salford Housing & Urban Studies Unit  
Business House  
University of Salford  
University Road, M5 4WT  
[s.l.henning@salford.ac.uk](mailto:s.l.henning@salford.ac.uk)**



**Appendix 2: BME households' questionnaire**  
**Housing & Housing Related support Needs of the BME**  
**Communities in Dorset & Poole**

**Introduction**

My name is ..... and I work for the University of Salford in Manchester (show badge). We have been asked by the Dorset Councils to identify the housing and housing related support needs of people from the Black and Minority Ethnic (BME) community in Dorset & Poole.

We are completely independent of any local council or the government. Would you be willing to talk to me? If you agree it will probably take about 20 minutes. I have a number of questions I would like to ask but I would like to hear about anything else you feel is relevant. I will be writing down your answers but the interview will be confidential and no one will be identified in any report that we write, and there is no way that anyone will be able to trace any particular answer back to you. You can only take part if you are aged 16 or over.

If you would like more information about this survey please contact Lisa Scullion on 0161 295 5078.

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Date of interview: \_\_\_\_\_

Interviewer name \_\_\_\_\_

Language interview undertaken in: \_\_\_\_\_

## SECTION A: Your current home

Q1. What type of property do you live in? **Tick ✓ one only**

- Detached house
  - Semi-detached house
  - Terraced house
  - Bungalow
  - Flat/apartment/maisonette
  - Sheltered housing
  - Supported Housing
  - Other (**please specify below**)
- 

Q2. Do you? **Tick ✓ one only**

- Own your own home (without a mortgage)  **Go to Q 6**
  - Own your own home (with a mortgage)  **Go to Q 6**
  - Have shared ownership (where you own part of the property and pay rent to a Housing Association on the rest)  **Go to Q 3**
  - Rent from the Council  **Go to Q 3**
  - Rent from a Housing Association  **Go to Q 3**
  - Rent from a private landlord  **Go to Q 3**
  - Rent from a letting agency  **Go to Q 3**
  - Live in accommodation provided by your employer  **Go to Q 3**
  - Stay with friends/family in their house (because you have nowhere else to go)  **Go to Q 6**
  - Stay with friends/family in their house (because you don't have to pay rent)  **Go to Q 6**
  - Other (**please specify below**)  **Go to Q 3**
- 

Q3. Do you have a tenancy agreement? **Tick ✓ one only**

- Yes  **Go to Q 4**
- No  **Go to Q 6**
- Don't know  **Go to Q 6**

Q4. Have you read your tenancy agreement? **Tick ✓ one only**

- Yes, fully  **Go to Q 5**
- Yes, partly  **Go to Q 5**
- No, not at all  **Go to Q 6**

Q5. Do you understand your tenancy agreement? **Tick ✓ one only**

- Yes, fully  **Go to Q 6**
- Yes, partly  **Go to Q 6**
- No, not at all  **Go to Q 6**

Q6. How long have you lived at this address? **Tick ✓ one only**

- Less than 6 months
- 6 months or more but less than 12 months
- 1 to 2 years
- 2 to 5 years
- 5 to 10 years
- Over 10 years
- Don't know

Q7. How many homes have you had in the UK? (**including current home**)

- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        | 5                        | 6+                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q8. What was your previous home (in the UK)? **Tick ✓ one only**

- Own home (without a mortgage)
  - Own home (with a mortgage)
  - Shared ownership (where you owned part of the property and paid rent to a Housing Association on the rest)
  - Rented from the Council
  - Rented from a Housing Association
  - Rented from a private landlord
  - Rented from a letting agency
  - Accommodation provided by your employer
  - Stay with friends/family in their house (because you had nowhere else to go)
  - Stay with friends/family in their house (because you didn't have to pay rent)
  - Supported Housing
  - Other (**please specify below**)
- 

Q9. Why did you leave your previous home? **Tick ✓ all that apply**

- Evicted by landlord
  - House was repossessed
  - Friends/family no longer able to accommodate me
  - To move to cheaper accommodation
  - Previous home too small
  - Previous home too big
  - Previous home unsuitable for a family
  - Previous home was in poor condition
  - Previous home unsuitable for health/disability
  - I was a victim of harassment in that area
  - Relationship breakdown
  - To move in with my partner
  - To move closer to employment
  - To move closer to local services and facilities
  - Move on from Supported Housing
  - Other (**please specify below**)
-

Q10. Of the reasons you have given above, what was the most important reason?  
**Provide one main reason only**

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---

Q11. What does your rent /mortgage cost **in total** per week or month for your current home? **Tick ✓ one only**

**Interviewer: If people are sharing a property please note that you need the TOTAL cost of rent/mortgage for the whole property**

<b>Weekly</b>	<b>Monthly</b>	
Under £30	Under £130	<input type="checkbox"/>
£30 - £59	£130 - £255	<input type="checkbox"/>
£60 - £89	£256 - £385	<input type="checkbox"/>
£90 - £119	£386 - £515	<input type="checkbox"/>
£120 - £149	£516 - £645	<input type="checkbox"/>
£150 - £179	£646 - £775	<input type="checkbox"/>
£180 - £209	£776 - £905	<input type="checkbox"/>
£210 - £239	£906 - £1,035	<input type="checkbox"/>
£240 - £269	£1,036 - £1,165	<input type="checkbox"/>
£270 - £299	£1,166 - £1,295	<input type="checkbox"/>
£300 or more	£1,296 or more	<input type="checkbox"/>
Don't know		<input type="checkbox"/>
Don't pay rent/mortgage		<input type="checkbox"/>
Prefer not to say		<input type="checkbox"/>

Q12. How many bedrooms does your property have? **Tick ✓ one only**

1	2	3	4	5	6+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. How many bathrooms does your property have? **Tick ✓ one only**

1	2	3	4	5	6+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. How many kitchens does your property have? **Tick ✓ one only**

1	2	3	4	5	6+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. Other than bedrooms, do you/members of your household use any of the following rooms in the property to sleep in? **Tick ✓ all that apply**

- Lounge/living room
- Dining room
- Other (**please specify below**)

---

Q16. Would you say you have enough space in this home? **Tick ✓ one only**

- Yes  **Go to 18**
- No  **Go to 17**
- Don't know  **Go to 18**

Q17. If **NO**, please give details of why not

---

---

Q18. Overall, how satisfied or dissatisfied are you with your home as a place to live?  
**Tick ✓ one only**

**Interviewer: this refers specifically to their accommodation and not the wider area**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q19. Why do you say that?

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Q20. Overall how satisfied or dissatisfied are you with your local area as a place to live? **Tick ✓ one only**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q21. Why do you say that?

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Q22. How strongly do you feel you belong to your immediate neighbourhood? **Tick ✓ one only**

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly
- Don't know

Q23. Why do you say that?

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Q24. Have you or a member of your household experienced any of the following in the area where you live?

**Please ensure there is an answer (✓) for each row**

	Yes	No
Crime against your property (e.g. burglary)		
Crime against the person (e.g. mugging)		
Hate crime (i.e. racial or sexual harassment)		
Anti-social behaviour		

Q25. Please can you give a bit more information about what happened to you/this person?

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## Section B: Health and social care needs

Q26. Could you tell me how many people in your household are disabled or suffer ill-health as a result of:

Please ensure there is an answer (✓) for each row

		None	1 person	2 people	3+ people
	Ill-health/disability	0	1	2	3
<b>A</b>	Visual impairment				
<b>B</b>	Deaf or hard of hearing				
<b>C</b>	Mobility problems				
<b>D</b>	Learning difficulty				
<b>E</b>	Mental or emotional distress (e.g. depression)				
<b>F</b>	Frailty (elderly)				
<b>G</b>	Confusion/senile dementia (elderly)				
<b>H</b>	Drug and alcohol problems				
<b>I</b>	Arthritis				
<b>J</b>	Diabetes				
<b>K</b>	Heart disease				
<b>L</b>	High blood pressure				
<b>M</b>	Stroke				
<b>N</b>	Other illness or disability (please specify below)				
<b>O</b>	Prefer not to say				

Q27. Help or support required

- a. Could you tell me how many people in your household need help or support to undertake the tasks listed below?
- b. Could you tell me how much help they need?

**Please ensure there is an answer for each row. This should be a number NOT a tick. If the answer is '0' to part (a) you do not have to fill in part (b)**

Daily task	Q27a
	Number needing help
Cleaning	
Cooking	
Shopping	
Laundry/ironing	
Using appliances	
Personal hygiene	
Moving around the property	

Q27b			
A little help	A lot of help	Can't do without help	Don't know

**If they have answered '0' to ALL of these please go to Q 34**

Q28. What type of support do they currently receive for the above?

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Q29. Do you think that the support currently being provided meets their needs?  
**Tick ✓ one only**

- Yes
- No
- Don't know

Q30. If **NO**, why not?

---



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Q31. Who provides the support? **Tick ✓ one only**

- I am the full-time carer
- Someone else in my household is the full-time carer
- Other family members provide care
- An outside agency provides care
- A mixture of family and outside agencies provide care

Q32. If you, or other members of your household, are providing care, do you need support for this role? **Tick ✓ one only**

- Yes  **Go to Q 33**
- No  **Go to Q 34**
- Don't know  **Go to Q 34**

Q33. If **YES**, what type of support do you need?

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Q34. Adaptations to home

- a. Which of these alterations to your home do you already have?
- b. Which of them do you need?

**Please ensure there is an answer (✓) for each row**

Adaptation	Q34a	Q34b	
	Already have	Don't have but do need	Don't have and don't need
	1	2	3
A walk-in shower or accessible bath			
Access ramps outside your home			
Access ramps inside your home			
Tap adaptations			
A handrail on the stairs			
A stair lift			
A bathroom grab rail			
Fixed hoist			
Portable hoist			
Commode			
Downstairs toilet			
Alarm pull (i.e. Careline alarm)			

Other facilities you already have <b>(please describe in the space opposite)</b>	
Other facilities you don't have, but do need. <b>(Please describe in the space opposite)</b>	

Q35. Do you need support to identify or carry out adaptations to your home? **Tick ✓ one only**

- Yes  **Go to Q 36**
- No  **Go to Q 37**
- Don't know  **Go to Q 37**
- I am already receiving support with adaptations  **Go to Q 37**

Q36. If you need support with adaptations to your home, where would you go for advice? **Tick ✓ all that apply**

- Council
- Housing association
- Social services
- GP/Health Centre
- Citizens Advice Bureau
- Care and Repair
- Community groups (Black & Minority Ethnic)
- Other **(please describe below)**

---

I don't know where to go for advice

Q37. Would you say that you or any members of your household need any of these forms of housing?

**Please ensure there is an answer (✓) for each row**

<b>Forms of housing</b>	<b>Yes</b>	<b>No</b>
Accommodation without stairs		
Accommodation suitable for a wheelchair		
Accommodation with an on-site warden		
Accommodation with an emergency/alarm call system		
Accommodation with a visiting warden		
Accommodation with day time staff on site and emergency call out at night		
A larger property so a carer can stay overnight		
Other supported accommodation <b>(please describe in the space opposite)</b>		

Q38. Where would you go to seek advice on these forms of housing?  
**Tick ✓ all that apply**

- Council
  - Housing association
  - Social services
  - GP/Health Centre
  - Citizens Advice Bureau
  - Community groups (Black & Minority Ethnic)
  - Other (**please describe below**)
- 
- I don't know where I would go for advice

**SECTION C: Access to housing related services**

Q39. Housing and related services

- a. Have you/members of your household **used** any of the following services in Dorset?

**Please ensure there is an answer (✓) for each row**

Service			
	Used this service	Not used this service	Was not aware of this service
Council housing register			
Council home repair grants			
Housing benefits			
Council homelessness service			
Other homelessness service (not council)			
Housing association housing register			
Housing association housing maintenance service			
Service for people who have learning disabilities			
Service for people who have mental health problems			
Service for people who have experienced drug and alcohol problems			
Service for ex-offenders and those at risk of offending			
Service for vulnerable young people			
Service for older/elderly people			
Floating support			
Citizens Advice Bureau (CAB)			

- b. Have you used any other services that are not listed above?  
**(Please list below)**

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**If they have used any of the above services please go to Q40**

**If they have NOT used or were not aware of these services please go to Q41**

Q40. Have you had any problems with your contact with any of the above services?  
**Tick ✓ all that apply**

- Language barriers
- Difficulty finding and contacting the right person
- Didn't know where to go
- They are only open during 'office hours' (i.e. Monday – Friday 9.00 – 5.00pm)
- Other (please specify below)   
\_\_\_\_\_
- I have had no problems with my contact with these services

Q41. Since living in Dorset have you ever?  
**Tick ✓ all that apply**

- Slept rough  **Go to Q 42**
- Temporarily stayed with friends/family because you had nowhere to live  **Go to Q 42**
- I have **never** been homeless, slept rough or stayed with family or friends because I had nowhere else to live  **Go to Q 43**

Q42. Please can you give a bit more information about what happened to cause your homelessness?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Q43. Do you understand your entitlement/rights in relation to access to housing?  
**Tick ✓ one only**

- Yes – I understand my entitlement
- No – I do not understand my entitlement



Q44. Do you or any member of your household feel that you need help or support with:

**Please ensure there is an answer (✓) for each row**

	Yes	No	Don't know
Managing household bills			
Dealing with debt			
Claiming benefits			
Dealing with correspondence (i.e. letters)			
Filling in forms			
Accessing services			
Maintain accommodation/avoiding eviction			
Maintaining/developing independent living skills (i.e. leaving support accommodation)			

Q45. Do you or other members of your household need any other type of support or help to manage your home? **Tick ✓ one only**

- Yes  **Go to Q 46**  
 No  **Go to Q 47**  
 Don't know  **Go to Q 47**

Q46. If **YES**, what type of help/support?

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Q47. What language would you normally read or write in?

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Q48. What language would you normally speak?

a. at home

---

b. outside the home

---

Q49. Is there an adult in your household who is unable to read or write in English?  
**Tick ✓ one only**

- Yes
- No
- Don't know

Q50. Is there an adult in your household who is unable to speak English?  
**Tick ✓ one only**

- Yes
- No
- Don't know

Q51. Do you/they have access to interpretation/translation services?  
**Tick ✓ one only**

- Yes – we use an interpreter (from an agency)  **Go to Q 53**
- Family/friends act as an interpreter  **Go to Q 53**
- No  **Go to Q 52**

Q52. If **NO**, why weren't you able to use an interpreter? What problems, if any, did this cause you/them?

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Q53. If you were to receive written information from service providers, what language would you want it to be in?

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**SECTION D: Future accommodation aspirations**

Q54. Do you think you will move to a different property in the future?  
**Tick ✓ one only**

- Yes  **Go to Q 55**
- No  **Go to Q 58**
- Don't know  **Go to Q 58**

Q55. If **YES**, why will you be moving? **Tick ✓ one only**

- Dissatisfaction with landlord
  - Friends/family no longer able to accommodate me
  - To move to cheaper accommodation
  - Current house too small
  - Current house too big
  - Current house unsuitable for a family
  - Current house in poor condition
  - Current house unsuitable for health/disability
  - I am experiencing harassment in this area
  - Relationship breakdown
  - To move in with my partner
  - To move closer to employment
  - To move closer to local services and facilities
  - I will be returning to my home country
  - Other **(please specify below)**
-

Q56. If **YES**, what housing option would you like? **Tick ✓ one only**

- |   |                          |
|---|--------------------------|
| Own home (without a mortgage)   | <input type="checkbox"/> |
| Own home (with a mortgage)  | <input type="checkbox"/> |
| Shared ownership (where you owned part of the property and payed rent to a Housing Association on the rest) | <input type="checkbox"/> |
| Rented from the Council   | <input type="checkbox"/> |
| Rented from a Housing Association   | <input type="checkbox"/> |
| Rented from a private landlord  | <input type="checkbox"/> |
| Accommodation provided by your employer   | <input type="checkbox"/> |
| Staying with friends/family (paying rent)   | <input type="checkbox"/> |
| Staying with friends/family (not paying rent)   | <input type="checkbox"/> |
| Supported Housing   | <input type="checkbox"/> |
| Other ( <b>please specify below</b> )   | <input type="checkbox"/> |
- 

Q57. Why do you want this option?

---

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Q58. Are you living in Dorset temporarily? **Tick ✓ one only**

- |   |                          |                   |
|---|--------------------------|-------------------|
| Yes - I am here temporarily                 | <input type="checkbox"/> | <b>Go to Q 59</b> |
| No - I am here permanently                  | <input type="checkbox"/> | <b>Go to Q 61</b> |
| I don't know how long I will live in Dorset | <input type="checkbox"/> | <b>Go to Q 60</b> |

Q59. If **YES**, how long do you intend to stay in Dorset? **Tick ✓ one only**

- |                 |                          |                   |
|-----------------|--------------------------|-------------------|
| 3 – 6 months    | <input type="checkbox"/> | <b>Go to Q 60</b> |
| 6 – 9 months    | <input type="checkbox"/> | <b>Go to Q 60</b> |
| 9 – 12 months   | <input type="checkbox"/> | <b>Go to Q 60</b> |
| 1 – 2 years     | <input type="checkbox"/> | <b>Go to Q 60</b> |
| 2 – 3 years s   | <input type="checkbox"/> | <b>Go to Q 60</b> |
| 3 years or more | <input type="checkbox"/> | <b>Go to Q 60</b> |
| Don't know      | <input type="checkbox"/> | <b>Go to Q 60</b> |

Q60. Where will you be going after this? **Tick ✓ one only**

- Back to home country
- Another country (**please specify where**)

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- Another part of the UK (**please specify where**)

---

- Don't know

Q61. Overall, what are the main factors that influence your choice of accommodation? **Tick ✓ a maximum of 5 only**

	<b>Factors</b>	<b>Tick ✓</b>
<b>A</b>	Price/affordability	
<b>B</b>	Desirability of the area/location	
<b>C</b>	Housing provider (i.e. Council, Private, RSL)	
<b>D</b>	Proximity of family	
<b>E</b>	Job opportunities in the area	
<b>F</b>	Ethnic mix of community in the area	
<b>G</b>	Size of rooms	
<b>H</b>	Number of bedrooms	
<b>I</b>	Number of living rooms	
<b>J</b>	Local facilities (shops, place of worship, transport links)	
<b>K</b>	Quality of interior design	
<b>L</b>	Quality of exterior design	
<b>M</b>	Garden	
<b>N</b>	On-site services (e.g. health/social care, social activities, office space, warden)	
<b>O</b>	Other factor ( <b>please state below</b> )	

Q62. Is the respondent or anyone else in the household aged 60 or over?  
**Tick ✓ one only**

- Yes – the respondent  **Go to Q 63**
- Yes – someone else in the household  **Go to Q 63**
- Yes – the respondent and someone else  **Go to Q 63**
- No  **Go to Q 72**

**I would now like to ask you a few questions about the type of housing older people would like now or in the future**

Q63. Do you think that the people over 60 in your household would be interested in moving to a housing scheme which catered specifically for the needs of older people? **Tick ✓ one only**

- |            |                          |                                    |
|------------|--------------------------|------------------------------------|
| Yes        | <input type="checkbox"/> | <b>Go to Q 64a</b>                 |
| No         | <input type="checkbox"/> | <b>Go to Q 64b then go to Q 71</b> |
| Don't know | <input type="checkbox"/> | <b>Go to Q 71</b>                  |

Q64. (a) If **YES**, why? (then go to Q 65)

---

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(b) If **NO**, why not? (then go to Q 71)

---

---

Q65. Would you/they prefer such a scheme to provide housing for older people from different ethnic groups or the same ethnic groups?

**Tick ✓ one only**

- |                         |                          |
|-------------------------|--------------------------|
| Different ethnic groups | <input type="checkbox"/> |
| Same ethnic group       | <input type="checkbox"/> |
| Don't know              | <input type="checkbox"/> |

Q66. What should be the maximum number of self-contained flats in a scheme for older people? **Tick ✓ one only**

- |                  |                          |
|------------------|--------------------------|
| 1-5 flats        | <input type="checkbox"/> |
| 6-10 flats       | <input type="checkbox"/> |
| 11-15 flats      | <input type="checkbox"/> |
| 16-20 flats      | <input type="checkbox"/> |
| 21-25 flats      | <input type="checkbox"/> |
| 26-30 flats      | <input type="checkbox"/> |
| 31 or more flats | <input type="checkbox"/> |
| Don't know       | <input type="checkbox"/> |

Q67. Why do you say that?

---

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Q68. What size do you think the flats should be in terms of number of bedrooms?

- 1  **Go to Q 69**
- 2  **Go to Q 69**
- 3+  **Go to Q 69**
- Don't know  **Go to Q 70**

Q69. Why do you say that?

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---

Q70. What specific facilities would you/they want to see included within a housing scheme for older people **(please list up to 3)**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

Q71. Thinking about the long-term care of older people in your community

- a. What do you think would be your/their preference?
- b. What do you think is likely to happen?

**Tick ✓ one preference only and one likelihood only**

	Q71a	Q71b
	Preference	Likely to happen
To be looked after by immediate family		
To live in a dedicated older peoples home/scheme		
To live independently with support in own home		
Other <b>(please describe below)</b>		

# SECTION E: About you and your household

Please remember that any information you give is completely confidential

Q72. Could you please tell me about the **people that you currently live with?** We need to know their ages, whether they are male or female and their relationship to you. **Please begin with yourself as ‘number 1 household member’.**

**Interviewer: please ensure that only one box is ticked regarding the relationship to the interviewee.**

AGE	HOUSEHOLD MEMBER									
	1	2	3	4	5	6	7	8	9	10
0 – 5 years										
6 – 10 years										
11 – 17 years										
18 – 24 years										
25 – 39 years										
40 – 49 years										
50 – 59 years										
60 – 74 years										
75 – 84 years										
85 years +										
Unknown										
<b>GENDER</b>										
Male										
Female										
Transgender/transsexual										
<b>RELATIONSHIP</b>										
Husband/wife										
Boyfriend/girlfriend										
Son/daughter										
Mother/father										
Sister/brother										
Cousin										
Friend										
Work colleague										
Housemate (who is not a friend or work colleague)										



Q73. How would you describe your ethnic origin? **Tick ✓ one only**

**White**

- European
  - Any other White background (**please specify below**)
- 

**Mixed**

- White & Black Caribbean
  - White & Black African
  - White & Asian
  - Any other mixed background (**please specify below**)
- 

**Asian or Asian British**

- African Indian
  - Indian
  - Pakistani
  - Bangladeshi
  - Any other Asian background (**please specify below**)
- 

**Black or Black British**

- Caribbean
  - African
  - Any other Black background (**please specify below**)
- 

**Chinese or Other ethnic group**

- Chinese
  - Filipino
  - Any other ethnic group (**please specify below**)
-

Q74. What is your country of birth?

---

Q75. Are any members of your household from a different ethnic/national background? **Tick ✓ one only**

No

Yes **(please describe below)**

---

Q76. What is your religion or belief?  
**Tick ✓ one only**

Buddhist

Christian

Hindu

Jewish

Muslim

Rastafarian

Sikh

No religion

Other **(please describe below)**

---

Q77. Are you currently in paid work?  
**Tick ✓ one only**

Yes – employed full time  **Go to Q 78**

Yes – employed part time  **Go to Q 78**

Yes – self employed  **Go to Q 78**

No – I am currently unemployed  **Go to Q 81**

No – I am a full time student  **Go to Q 81**

No – retired  **Go to Q 81**

No – I am a full time homemaker/carer  
(e.g. looking after children/other  
relatives)  **Go to Q 81**

Q78. What is your current job?

(a) Job title

---

(b) What does this company do? (i.e. manufactures clothes)

---

(c) Where do you work (i.e. which town/city)

---

Q79. How many hours do you work per week? (**Basic hours**)

**Tick ✓ one only**

16 hours or less

17 – 29

30 – 40

41 – 50

51 – 60

61 – 70

71 or more

Q80. Is your current job?

**Tick ✓ one only**

Temporary

Permanent

Fixed term contract

Seasonal/ad hoc

Don't know

Other (**please specify below**)

---

Q81. If **NO**, how long have you been without paid work? Tick ✓ **one only**

- Less than 1 month
- 1 – 3 months
- 4 – 6 months
- 7 – 9 months
- 10 – 12 months
- More than 12 months
- Never worked in the UK

Q82. **For people from Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia ONLY**

Are you currently registered on the Worker Registration Scheme (WRS)?

- Yes
- No
- Don't know
- Prefer not to say

Q83. **For people from Bulgaria and Romania ONLY**

Do you have authorisation to work (i.e. Accession Worker Card)?

- Yes
- No
- Don't know
- Prefer not to say

Q84. **For all respondents**

Are you currently registered for payment of National Insurance contributions?

- Yes
- No
- Don't know
- Prefer not to say

Q85. Please can you tell me your household's weekly, monthly or annual gross income (i.e. before tax but including any investment income or household state benefits)? **Tick ✓ one only**

**Please note that when thinking about your household you do not need to include people who are non-family members**

<b>Weekly</b>	<b>Monthly</b>	<b>Annual</b>	
Under £50	Under £217	Under £2,600	<input type="checkbox"/>
£50 - £100	£217 - £433	£2,600 - £5,200	<input type="checkbox"/>
£101 - £150	£434 - £650	£5,201 - £7,800	<input type="checkbox"/>
£151 - £200	£651 - £867	£7,801 - £10,400	<input type="checkbox"/>
£201 - £250	£868 - £1,080	£10,401 - £13,000	<input type="checkbox"/>
£251 - £300	£1,081 - £1,300	£13,001 - £15,600	<input type="checkbox"/>
£301 - £350	£1,301 - £1,517	£15,601 - £18,200	<input type="checkbox"/>
£351 - £400	£1,518 - £1,733	£18,201 - £20,800	<input type="checkbox"/>
£401 - £500	£1,734 - £2,167	£20,801 - £26,000	<input type="checkbox"/>
£501 - £700	£2,168 - £3,033	£26,001 - £36,400	<input type="checkbox"/>
£701 - £900	£3,034 - £3,900	£36,401 - £46,800	<input type="checkbox"/>
£901 - £1,100	£3,901 - £4,767	£46,801 - £57,200	<input type="checkbox"/>
£1,101 - £1,300	£4,768 - £5,633	£57,201 - £67,600	<input type="checkbox"/>
£1,301 - £1,500	£5,634 - £6,500	£67,601 - £78,000	<input type="checkbox"/>
£1,501 - £1,700	£6,501 - £7,366	£78,001 - £88,400	<input type="checkbox"/>
£1,701 - £2,000	£7,367 - £8,666	£88,401 - £104,000	<input type="checkbox"/>
Over £2,000	Over £8,667	Over £104,000	<input type="checkbox"/>
None			<input type="checkbox"/>
Don't know			<input type="checkbox"/>
Prefer not to say			<input type="checkbox"/>

Q86. Please can you indicate your total household savings? **Tick ✓ one only**

- In debt (negative savings)
- None
- £1 - £1,000
- £1,001 - £5,000
- £5,001 - £10,000
- £10,001 - £25,000
- £25,001 - £50,000
- £50,001 - £100,000
- £100,001 - £250,000
- Over £250,000
- Prefer not to say

Q87. How would you describe your sexual orientation? **Tick ✓ one only**

- Heterosexual
- Gay man
- Gay woman
- Bisexual
- Prefer not to say

Q88. Finally, is there anything else that you'd like to mention that we have not talked about already?

**Further Contact**

1. Salford University are looking for people who might be willing to take part in a focus group at a later date. Anyone who takes part in a focus group would receive a £10 voucher. If you are happy for Salford University to contact you about taking part in a focus group please indicate below:

Yes  Name: \_\_\_\_\_  
Tel no.: \_\_\_\_\_

No

2. Would you like a summary of the final report when the study is completed?

Yes  **(please ensure their address is clearly written on the front of the questionnaire)**

No

**Prize Draw**

3. Do you wish to be entered into our prize draw with a chance to win £200?

Yes  Name: \_\_\_\_\_  
Tel no.: \_\_\_\_\_

No

**Thank you very much for your time!**

## Appendix 3

### National Insurance number registrations to adult overseas nationals

The following provides NINo data for each local authority area.

#### Christchurch

Table 80: NINo registrations Christchurch 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	80	80	80	90	120	100	90	<b>640</b>
<b>Accession Countries</b>	-	-	10	30	50	30	10	<b>130</b>
<b>Asia</b>	10	20	20	-	30	-	-	<b>80</b>
<b>South Africa</b>	10	10	10	10	10	-	10	<b>60</b>
<b>Other EU</b>	10	10	-	-	10	10	10	<b>50</b>
<b>Australia &amp; New Zealand</b>	10	-	-	10	-	-	-	<b>20</b>

Source: Department for Work and Pensions (DWP) (2010). Note: These figures are rounded to the nearest 10.

#### East Dorset

Table 81: NINo registrations East Dorset 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	90	100	110	150	220	180	170	<b>1,020</b>
<b>Accession Countries</b>	-	-	10	50	90	60	40	<b>250</b>
<b>Other EU</b>	30	30	10	20	30	10	30	<b>160</b>
<b>South Africa</b>	10	10	10	30	20	10	10	<b>100</b>
<b>Asia</b>	-	10	30	10	30	10	10	<b>100</b>
<b>Australia &amp; New Zealand</b>	10	10	10	-	20	10	20	<b>80</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

#### North Dorset

Table 82: NINo registrations North Dorset 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	120	100	130	230	370	290	210	<b>1,450</b>
<b>Accession Countries</b>	-	-	30	110	210	200	130	<b>680</b>
<b>Asia</b>	20	10	20	20	40	30	10	<b>150</b>
<b>Other EU</b>	20	-	20	20	30	10	10	<b>110</b>
<b>Australia &amp; New Zealand</b>	10	-	20	20	20	10	-	<b>80</b>
<b>South Africa</b>	10	20	20	10	10	10	-	<b>80</b>
<b>USA &amp; Canada</b>	10	10	-	20	-	-	10	<b>50</b>
<b>Europe</b>	-	-	-	10	30	-	-	<b>40</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.



## Purbeck

Table 83: NINo registrations Purbeck 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	70	70	130	230	290	340	220	<b>1,350</b>
<b>Accession Countries</b>	-	10	30	90	90	110	70	<b>400</b>
<b>Asia</b>	-	10	10	20	80	110	40	<b>270</b>
<b>USA &amp; Canada</b>	-	-	-	-	-	-	220	<b>220</b>
<b>Other EU</b>	-	-	20	20	30	40	50	<b>160</b>
<b>Australia &amp; New Zealand</b>	20	20	20	20	10	10	10	<b>110</b>
<b>South America</b>	-	-	-	30	20	20	20	<b>90</b>
<b>South Africa</b>	10	10	10	10	10	-	-	<b>50</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

## West Dorset

Table 84: NINo registrations West Dorset 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	170	160	220	300	340	290	260	<b>1,740</b>
<b>Accession Countries</b>	-	-	40	130	170	140	100	<b>580</b>
<b>Asia</b>	20	40	50	40	60	60	50	<b>320</b>
<b>Other EU</b>	30	20	50	40	40	20	30	<b>230</b>
<b>South Africa</b>	20	40	20	20	10	10	10	<b>130</b>
<b>Australia &amp; New Zealand</b>	20	10	20	20	20	20	10	<b>120</b>
<b>USA &amp; Canada</b>	20	10	20	10	10	-	-	<b>70</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

## Weymouth & Portland

Table 85: NINo registrations Weymouth & Portland 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	90	80	160	280	310	250	210	<b>1,380</b>
<b>Accession Countries</b>	-	-	60	180	210	170	110	<b>730</b>
<b>Other EU</b>	10	20	20	30	30	40	40	<b>190</b>
<b>Asia</b>	10	10	20	20	30	10	20	<b>120</b>
<b>Australia &amp; New Zealand</b>	10	-	10	10	-	-	10	<b>40</b>
<b>South Africa</b>	10	10	-	10	-	-	10	<b>40</b>
<b>USA &amp; Canada</b>	10	-	-	-	-	-	10	<b>20</b>
<b>Europe</b>	-	-	-	10	-	-	-	<b>10</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

## Poole

Table 86: NIINO registrations Poole 2002 – 2009

	02/03	03/04	04/05	05/06	06/07	07/08	08/09	Total
<b>All overseas nationals</b>	400	390	510	710	1,120	1,090	1,060	<b>5,280</b>
<b>Accession Countries</b>	-	10	90	280	620	570	410	<b>1,980</b>
<b>Asia</b>	130	120	120	160	160	180	220	<b>1,090</b>
<b>EU</b>	90	60	100	80	140	130	210	<b>810</b>
<b>South Africa</b>	60	50	50	50	60	30	30	<b>330</b>
<b>Australia &amp; New Zealand</b>	30	30	30	20	30	30	20	<b>190</b>
<b>Europe</b>	10	10	10	30	20	20	30	<b>130</b>
<b>South America</b>	-	10	20	20	20	20	30	<b>120</b>
<b>USA &amp; Canada</b>	-	10	10	20	20	20	20	<b>100</b>
<b>Other</b>	-	10	10	10	20	10	10	<b>70</b>
<b>Africa</b>	10	-	-	-	10	-	10	<b>30</b>

Source: DWP (2010). Note: These figures are rounded to the nearest 10.

## Appendix 4

### Registrations for socially rented housing by ethnic group

This is based on information available from each local authority. The date of information and classification of ethnicity differs in some areas. Data for Christchurch was not available.

#### East Dorset

Table 87: Housing registrations by ethnic group – East Dorset

Ethnic group	As of 31 <sup>st</sup> March 2010	
	No.	%
White British	1,567	92
Blank	79	5
White Irish	12	1
White Other	12	1
Other	11	1
Refused	5	<1
Chinese	1	<1
Asian / Bangladeshi	4	<1
Black / African	3	<1
Mixed White / Asian	2	<1
Black / Caribbean	3	<1
Mixed Other	1	<1
Mixed White / Black Caribbean	3	<1
Mixed White / Black African	1	<1
Asian / Other	2	<1
Asian / Pakistani	1	<1
<b>Total</b>	<b>1,707</b>	<b>100</b>

Please note that these figures estimates of the BME population take from a larger dataset.

#### North Dorset

Table 88: Housing registrations by ethnic group – North Dorset

Ethnic group	As of 14 <sup>th</sup> May 2010	
	No.	%
White British	983	97
White European Other	13	1
Other white	3	<1
Other Asian	2	<1
Roma Gypsy/Traveller	2	<1
White Irish	2	<1
White Asian	2	<1
White and Chinese	1	<1
Other Ethnic Group	1	<1
Not known	1	<1
<b>Total</b>	<b>1,010</b>	<b>100</b>

## Purbeck

Table 89: Housing registrations by ethnic group – Purbeck

Ethnic group	As of 31 <sup>st</sup> March 2010	
	No.	%
White British	1,519	98
White Other	13	1
White Irish	7	<1
refused	5	<1
Other	3	<1
Asian Other	2	<1
Mixed white Asian	1	<1
Chinese	1	<1
Black Other	1	<1
<b>Total</b>	<b>1,552</b>	<b>100</b>

## West Dorset

Table 90: Housing registrations by ethnic group – West Dorset

Ethnic group	As of March 2009		As of April 2010	
	No.	%	No.	%
White British	1,731	65	1,910	88
Not Stated	147	6	169	8
Other White	26	1	31	1
White - Irish	14	1	16	1
Other	13	1	12	1
African	4	<1	3	<1
Bangladeshi	4	<1	4	<1
Caribbean	4	<1	3	<1
Mixed - White and Black Caribbean	3	<1	1	<1
Chinese	2	<1	2	<1
Mixed - White and Black African	2	<1	3	<1
Indian	1	<1	1	<1
Other Asian	1	<1	1	<1
Other Black	1	<1	1	<1
Other Mixed	1	<1	1	<1
Pakistani	1	<1	1	<1
Mixed - White and Asian	-	-	2	<1
<b>Total</b>	<b>2,651</b>	<b>100</b>	<b>2,161</b>	<b>100</b>

## Weymouth and Portland

Table 91: Housing registrations by ethnic group – Weymouth and Portland

Ethnic group	As of March 2009		As of March 2010	
	No.	%	No.	%
White British	1,942	73	3,013	78
Not Known\Refused	624	25	690	18
Other White Background	25	1	56	1
Mixed - White and Black Caribbean	16	1	26	1
White - Irish	13	<1	27	1
Other Mixed Background	8	<1	10	<1
Black or Black British - Caribbean	5	<1	8	<1
Mixed - White & Black African	4	<1	5	<1
Black or Black British - African	3	<1	3	<1
Mixed - White and Asian	3	<1	3	<1
Asian or Asian British - Bangladeshi	2	<1	5	<1
Asian or Asian British - Other Asian	2	<1	2	<1
Chinese or Other Ethnic Group - Chinese	2	<1	3	<1
Asian or Asian British - Indian	1	<1	1	<1
Black or Black British - Other Black	1	<1	4	<1
<b>Total</b>	<b>2,651</b>	<b>100</b>	<b>3,856</b>	<b>100</b>

## Poole

Table 92: Housing registrations by ethnic group – Poole

Ethnic group	As of 9 <sup>th</sup> March 2009		As of 10 <sup>th</sup> June 2010	
	No.	%	No.	%
White British	3,557	95	3,509	94
Other White Background	56	1	70	2
Not Known	45	1	52	1
Asian or Asian British - Bangladeshi	13	<1	18	<1
Black or Black British - African	10	<1	10	<1
Other Mixed Background	9	<1	8	<1
Other Asian British	8	<1	4	<1
White - Irish	7	<1	15	<1
Black British	3	<1	7	<1
Asian or Asian British - Indian	3	<1	4	<1
Mixed - White and Asian	3	<1	3	<1
Chinese or Other Ethnic Group - Chinese	3	<1	2	<1
Black or Black British - Caribbean	2	<1	5	<1
Mixed - White and Black Caribbean	2	<1	4	<1
Mixed - White & Black African	2	<1	4	<1
Other Black British	2	<1	1	<1
Gypsy or Traveller	2	<1	11	<1
Asian Other	1	<1	4	<1
Asian or Asian British - Pakistani	1	<1	1	<1
Refused to disclose	1	<1	1	<1
Gypsy or Roma	1	<1	-	-
Asian British	-	<1	2	<1
<b>Total</b>	<b>3,751</b>	<b>100</b>	<b>3,735</b>	<b>100</b>

## Appendix 5

### Current job title

The following is a list of respondents' current jobs:

Accommodation steward	Electrochemical assembler
Account manager	Engineer
Accountant	English teacher
Administrator	Equality and diversity advisor
Assistant chef	
Assistant manager	Factory worker
Assistant packer	Farm worker
Au pair	Farmer
	Fitter
Banker	Food packer
Bar tender	Fork lift driver
Builder	Freelance writer
Bus inspector	
Business Development Agent	Graphic designer
	Hairdresser
Car mechanic	
Care assistant	Health Care Assistant
Care manager	House keeper
Caretaker	HR manager
Carpenter	
Case support worker	Insurance broker
Catering manager	Interior designer
Chef	Interpreter
Childminder	IT manager
Chimney sweep	IT technician
Chiropractor	
Cleaner	Kitchen porter
Clinical lead nurse	
Coach driver	Labourer
Community staff nurse	Laundry assistant
Community Support Worker	Learning disability support worker
Computer professional	Lecturer
Consultant	Legal secretary
	Letter sorter
Dance development coordinator	Line manager
Data manager	
Dental assistant	Machine operator
Dental nurse and receptionist	Market trader
Dentist	Maths teacher
Deputy Clinical Leader	Meat process operative
Designer	Mental health nurse
Digital compositor	Missionary
Director	Music teacher
Dispatch operative	Muslim chaplain
Doctor	
Driver	Newspaper distributor
Driving teacher	Night porter
	Nurse
	Nursing assistant

Optician/diabetic screening technician

Packer

Pharmacist

Piano tutor

Planner

Postman

Prison officer

Process operative

Property developer

Purchasing manager

Quality controller

Receptionist

Restaurant manager

Restaurant owner

Sales assistant

Service engineer

Sewing machinist

Sheltered Housing Officer

Social worker

Taxi driver

Teacher

Teaching assistant

Technical analyst

Tractor driver

Waiter/waitress

Welder

Window fitter