

## Appendix 1

### Diversity and Vulnerability Analysis for Flats

Information valid as of: 29/06/2017

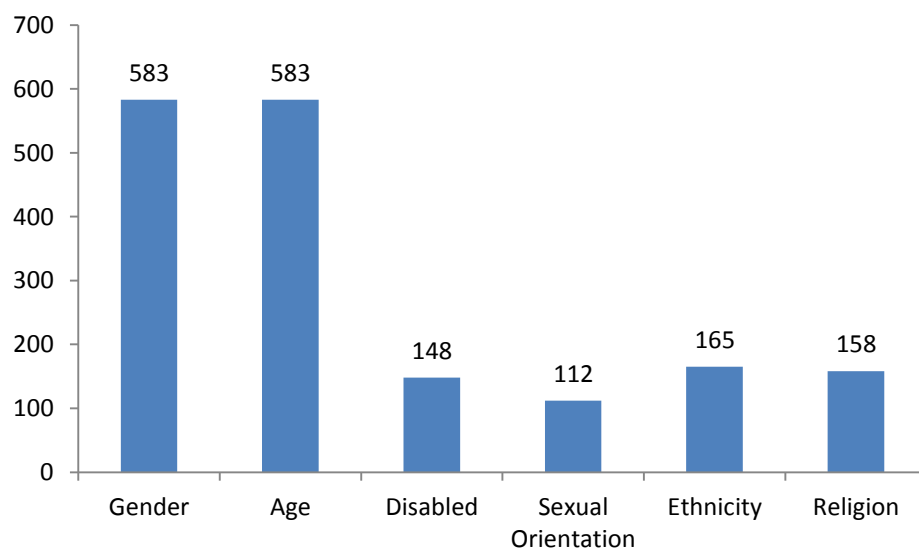
This analysis is primarily based on information gained from our Customer Knowledge surveys; however in some instances (Gender, Age etc.) we use tenancy information and therefore have complete data sets for these.

<b>Total No. of Properties</b>	3021
<b>Total No. of Flats</b>	591 (this includes void units)
<b>Total No. of Tenanted Flats</b>	583
<b>Customer Knowledge Forms Returned for Flats</b>	167*

\* At the end of May we recorded a return rate of Customer Knowledge Surveys of 47.6% for all properties. Only 28.6% of Flats have information returned which is below our overall percentage

### General Diversity Information

<b>Diversity Strand</b>	<b>No. Tenants with Information</b>	<b>% Tenants with Information</b>
Gender	583	100.00%
Age	583	100.00%
Disabled	148	25.39%
Sexual Orientation	112	19.21%
Ethnicity	165	28.30%
Religion	158	27.10%



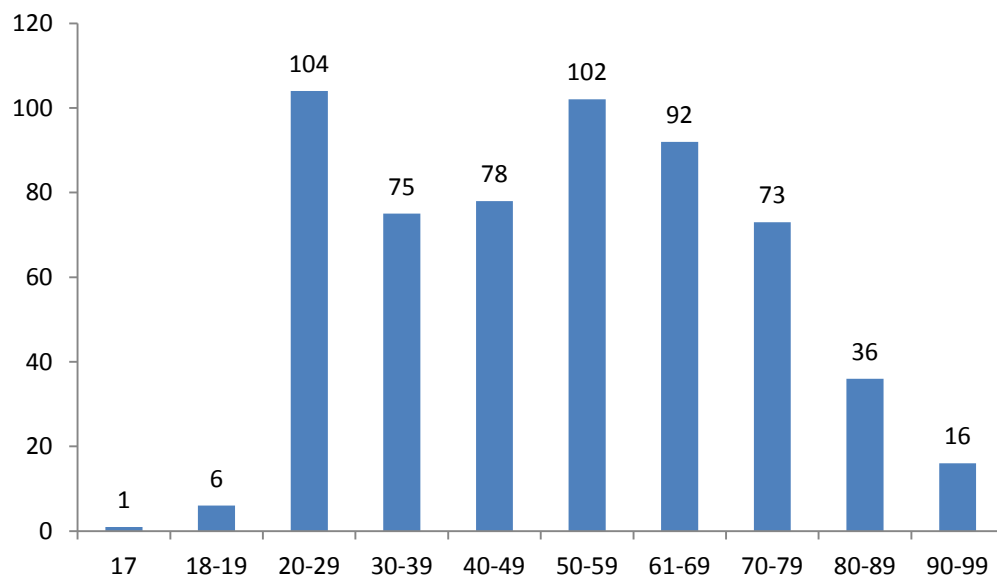
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### Age and Gender Information

As we record Gender and Date of Birth at sign-up, we have information on 100% of our tenants.

Gender Category	No. Tenants in Category	% Tenants in Category
Female	289	49.57%
Male	294	50.43%

Age Category	No. Tenants in Category	% Tenants in Category
17	1	0.17%
18-19	6	1.03%
20-29	104	17.84%
30-39	75	12.86%
40-49	78	13.38%
50-59	102	17.50%
61-69	92	15.78%
70-79	73	12.52%
80-89	33	6.17%
90-99	16	2.74%

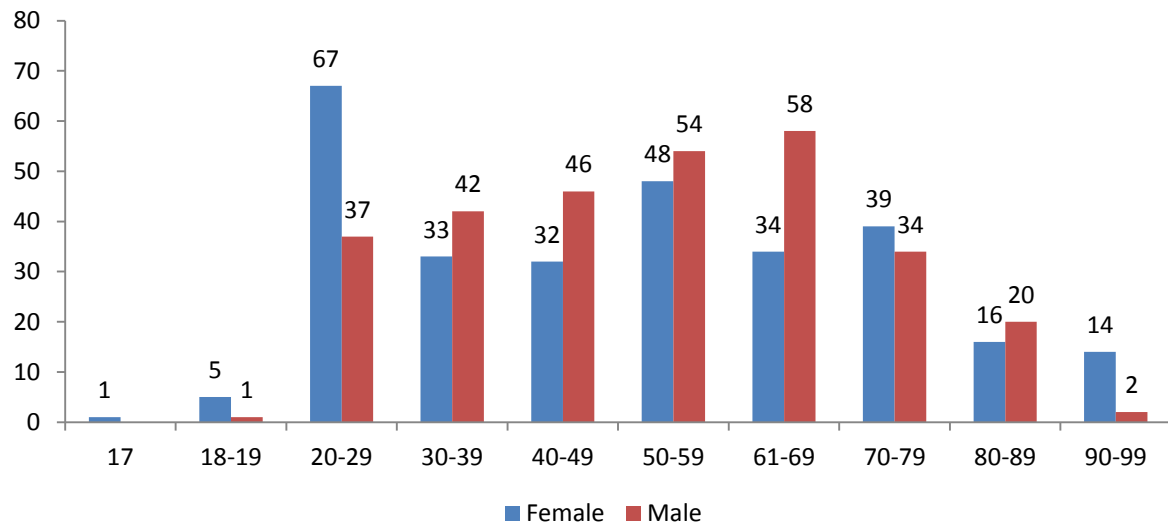


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### Age and Gender Comparison

A breakdown of our tenants by Age Category and Gender is as follows:

Age	No. Females	% Females	No. Males	% Males
17	1	0.35%		0.00%
18-19	5	1.73%	1	0.34%
20-29	67	23.18%	37	12.59%
30-39	33	11.42%	42	14.29%
40-49	32	11.07%	46	15.65%
50-59	48	16.61%	54	18.37%
61-69	34	11.76%	58	19.73%
70-79	39	13.49%	34	11.56%
80-89	16	5.54%	20	6.80%
90-99	14	4.84%	2	0.68%
	<b>289</b>		<b>294</b>	

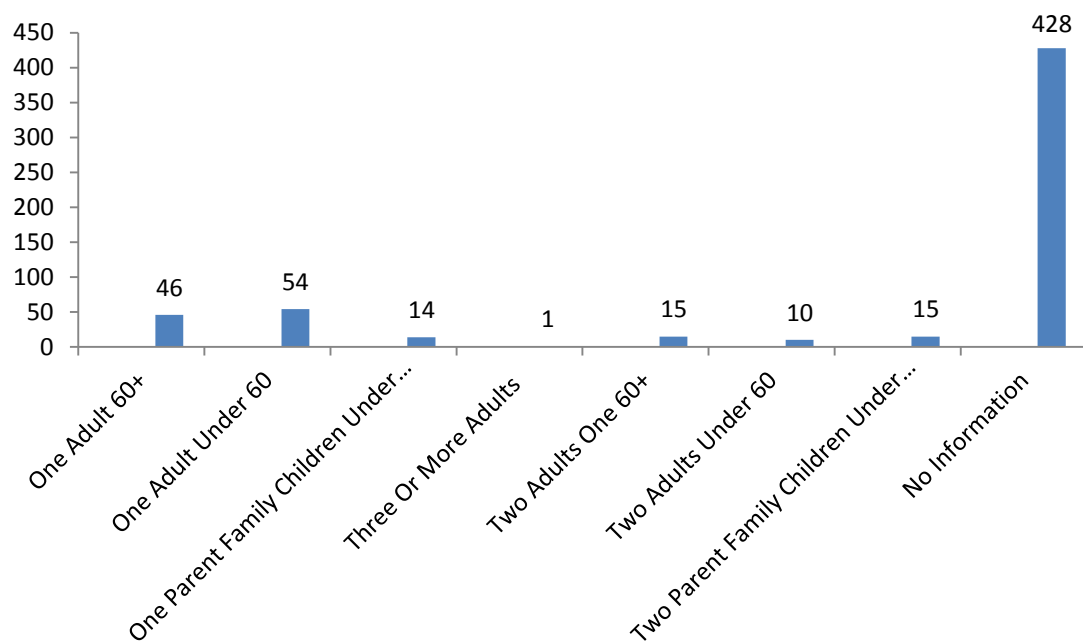


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### Household Composition

Our Customer Service Surveys allow for the recording of Household Composition and it gives us an idea of the households dwelling in our flats. Of our 583 flat dwelling households, we hold no information for 428 of them (due to lack of returned surveys or refusal/neglect to answer).

Household Composition	No.	% Compositions
One Adult 60+	46	7.89%
One Adult Under 60	54	9.26%
One Parent Family Children Under 16	14	2.40%
Three Or More Adults	1	0.17%
Two Adults One 60+	15	2.57%
Two Adults Under 60	10	1.72%
Two Parent Family Children Under 16	15	2.57%
No Information	428	73.41%



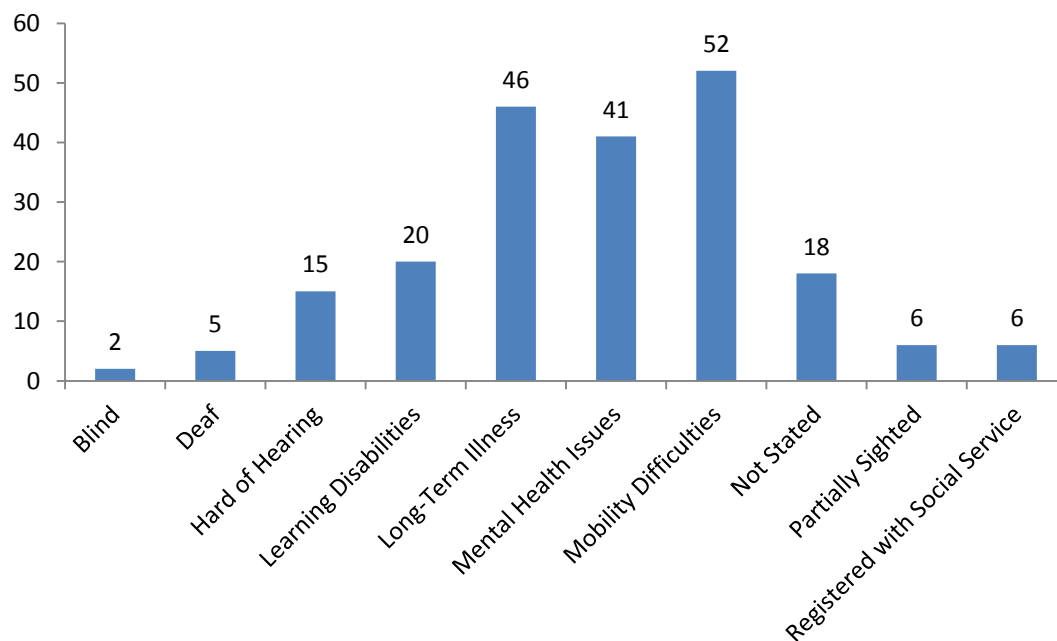
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### Disability Information

All disability information is monitored by disability, not by tenant. This means that a single tenant may account for multiple instances of a disability. The current count of tenants dwelling in flats with at least one disability is 148. This means 25.4% of tenants living in flats who responded consider themselves disabled.

Disability Category	No. Tenants With Disability	% Tenants With Disability
Blind	2	0.95%
Deaf	5	2.37%
Hard of Hearing	15	7.11%
Learning Disabilities	20	9.48%
Long-Term Illness	46	21.80%
Mental Health Issues	41	19.43%
Mobility Difficulties	52	24.64%
Not Stated	18	8.53%
Partially Sighted	6	2.84%
Registered with Social Service	6	2.84%

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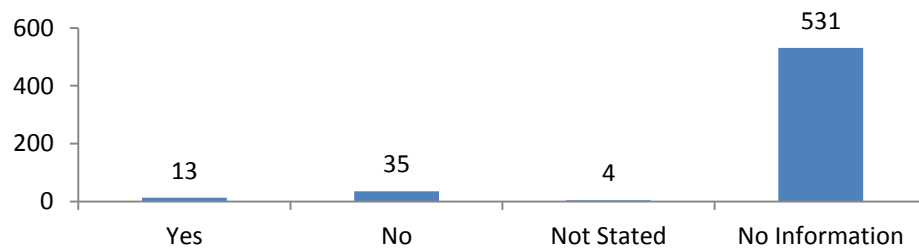


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### Wheel Chair or Scooter Use

Despite Mobility Difficulties being the most frequently reported disability (52 tenants), we still had only 13 tenants who returned Customer Knowledge surveys state they required a wheelchair or scooter to aid their mobility.

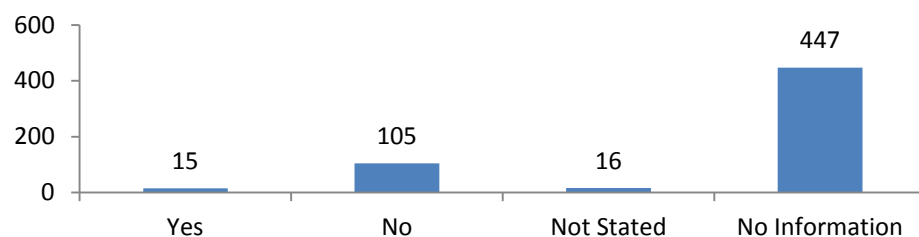
Requires Wheelchair	No. Requiring Wheelchair	% Requiring Wheelchair
Yes	13	2.23%
No	35	6.00%
Not Stated	4	0.69%
No Information	531	91.08%



### Vulnerable Tenants

A more abstract metric when assessing tenant's needs is whether they consider themselves vulnerable. While this does not necessarily denote disability (it can also represent those who feel threatened, through Domestic Violence, Religious persecution etc.), it does serve to indicate tenants who may have a greater need.

Vulnerable Tenant	No. Vulnerable Tenants	% Vulnerable Tenants
Yes	15	2.57%
No	105	18.01%
Not Stated	16	2.74%
No Information	447	76.67%



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### Preferred Language

While the vast majority of our tenants are British or otherwise use English as a first language, we do have tenants in our flats for whom English is not their preferred method of communication.

Preferred Language	No. Tenants With Preference	% Tenants With Preference
English	158	27.10%
Portuguese	2	0.34%
Lithuanian	2	0.34%
Polska	3	0.51%
Not Stated	2	0.34%
No Information	416	71.36%

