

South Lakes Housing Customer Profiling:-

To help us improve the services we provide you, Housing Officers will be asking you a series of questions when they carry out the next biennial review. Please help us to provide you with a good service by providing the information which will remain confidential and used for statistical purposes to inform decision makers on service improvements.

We currently hold:

- ❖ 100% Gender information
- ❖ 91% Ethnicity
- ❖ 91% Disability
- ❖ 98% Age
- ❖ 7% Sexuality
- ❖ 7% Religion

Ethnic Background

We will use the information you give us to make sure we are not discriminating against anyone because of their race or ethnic background. We will also monitor complaints and antisocial behaviour cases to make sure our customers are not treated differently because of their race or ethnic background. We want to make sure we allocate our properties fairly and provide a consistently good service to all of our customers.

Religion

We want to make sure we are not discriminating against any of our customers because of their religion or belief. As well as this, by becoming more aware of our residents' religions and beliefs, we can make sure we take account of cultural beliefs and religious holidays in the services we provide. For example, we will make sure we do not visit, or ask our repairs contractors to visit, a Muslim household during Eid, unless it is an emergency.

Sexuality

We will use the information you give us to make sure we do not discriminate against any of our customers because of their sexuality. For example, we want to make sure we allocate our vacant homes fairly and according to housing need. To do this, we need to know the make-up of people who move into our homes. We will also monitor complaints and antisocial behaviour cases to make sure our customers are not treated differently based on their sexuality.

Disabilities

So we can try to deal with the barriers people face who have disabilities or long-term illnesses, and to meet our responsibilities under the Disability Discrimination Acts 1995 and 2005, we need to work out how many of our residents have a disability or long-term illness. We can then make sure all customers have equal access to our services. We can also investigate whether we can adapt our properties to better meet our customers' needs

Gender & Age

“Household” includes anyone who lives with you, such as children, parents, other family members, lodgers and friends. Please do not include any children who don't live with you, but come and stay. A partner or husband or wife who lives with you should be included under the “joint tenant or leaseholder” column. It doesn't matter whether or not they are on the tenancy agreement.

We would like to know who lives in your home so that we can look at whether your property meets your needs. If for example, your home is too big for you and you would like to move somewhere smaller, we may be able to help you do this.

We ask for dates of birth of all people in your household so that we can keep our information on our customers' ages up to date. We will use this information to make sure that our services are appropriate for our customers. For example, if we find that a lot of our customers are over 55, we may be able to provide advice on sheltered housing (this is only for people aged 55 and over). Or, if we find that there are large numbers of children and young people in your area, we may be able to give you advice on local children's activities and youth services.