

## **EQUALITIES PERFORMANCE MONITORING INFORMATION**

Report of the Director of Housing and Customer Services

### **1. SUMMARY**

- 1.1 This report provides detail of equalities monitoring during quarter 1, 2011/2012. A full copy of this report can be viewed on CMIS
- 1.2 The Equalities Monitoring report presents information on particular service areas, in relation to Race and Ethnicity, Gender, Age, Disability.
- 1.3 There was very little change in the report itself, from quarter to quarter.

### **2. RECOMMENDATION**

- 2.1 It is proposed to provide an exception report to the City Board each quarter on equality issues with the full report being available for reference via Derby Homes' website.
- 2.2 The City Board notes the detail of the exception report and actions taken to date.

### **3. MATTER FOR CONSIDERATION**

- 3.1 This report provides equalities information and statistics for 2011/2012 in relation to various service areas.

#### **3.2 Key points for noting during Q1**

##### **Disability**

- 3.3 As a result of a customer profiling exercise undertaken during 2010/2011 we have increased the amount of information we hold relating to lead tenants and disability.
- 3.4 It is evident that there is a significant rise in lead tenant's information relating to hidden impairment, visual impairment, long term sick/disabled and people with a disability.

##### **Ethnicity**

- 3.5 Since Quarter 4 2009/2010 we have increased the ethnicity information we hold on our lead residents from 11% to 14%. This information is broken down by ethnic origin.

- 3.6 3.98% of the 14% information we hold is categorised as 'other' namely lead residents who have declared their ethnic origin as from one of the A8 countries, (Czech republic, estonia, Hungary, latviaLithuania, Poland, Slovakia, Slovenia).

### **Lettings / Allocations**

- 3.7 In Quarter 1 16,891 bids were made on Derby Homes properties through the Home Finder system:

51.5% by Non Minority Ethnic (ME) applicants  
40.5% by Minority Ethnic applicants  
8% of bids were made by applicants where their ethnicity was not known.

- 3.8 During Quarter 1 we let 317 properties:

64 % of lettings to Non ME  
28% of lettings to ME

- 3.9 In this quarter we had 5 lettings in Peartree and Normanton all to ME applicants

### **Anti Social Behaviour (ASB)**

- 3.10 There have been no recorded mediation actions during Q1. The mediation service was previously provided by an external provider. This service has been bought in house and a dedicated Resident Involvement and Mediation Officer started in post in August. A volunteer mediator has also been recruited.

- 3.11 A needs assessment is undertaken on all ASB cases at the onset of the complaint. This forms part of the action plan for dealing with the allegation and takes into account the individual needs of each case. Action plans are reviewed regularly by the officers concerned and adjusted accordingly as support needs change.

### **Arrears**

- 3.12 In this quarter the eviction actions in relation to gender and ethnicity show that higher than average actions have been taken against female lead tenants and lead tenants from minority ethnic groups.

- 3.13 In Quarter 1 the gender breakdown of evictions is:

78% women  
22% men

- 3.14 In Quarter 1 the ME breakdown for evictions is:

44%non ME  
33% ME  
22% not known

- 3.15 Each eviction case is dealt with individually and action is taken in accordance to that set out by the rent arrears policy and procedure, this takes into account the individual needs of each tenant.

## Sexual Orientation, Religion and Faith

- 3.16 Currently this information is not collected in all service areas. We do collect this information at sign up for new residents and it is included in our customer profile questions which collect information on all equality strands.

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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[annabelle.barwick@derbyhomes.org](mailto:annabelle.barwick@derbyhomes.org)

Background Information: none

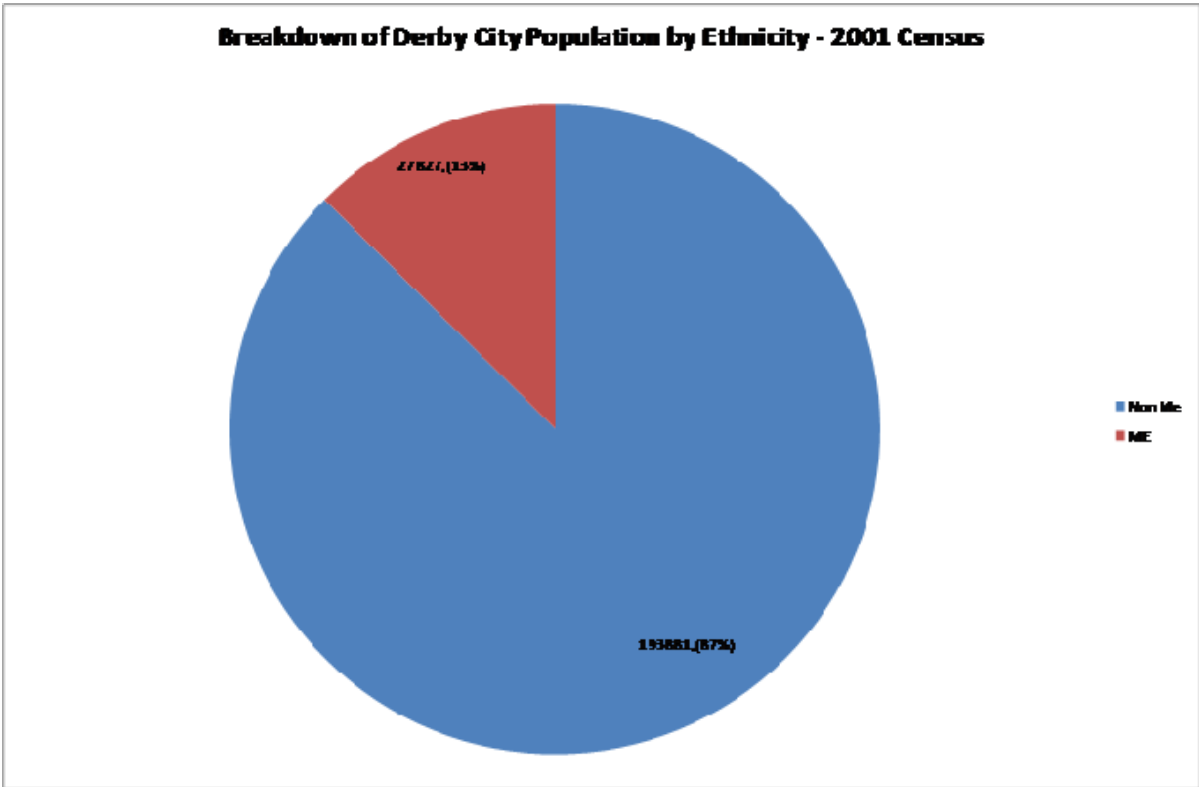
Supporting Information: none

# Equalities Monitoring Report

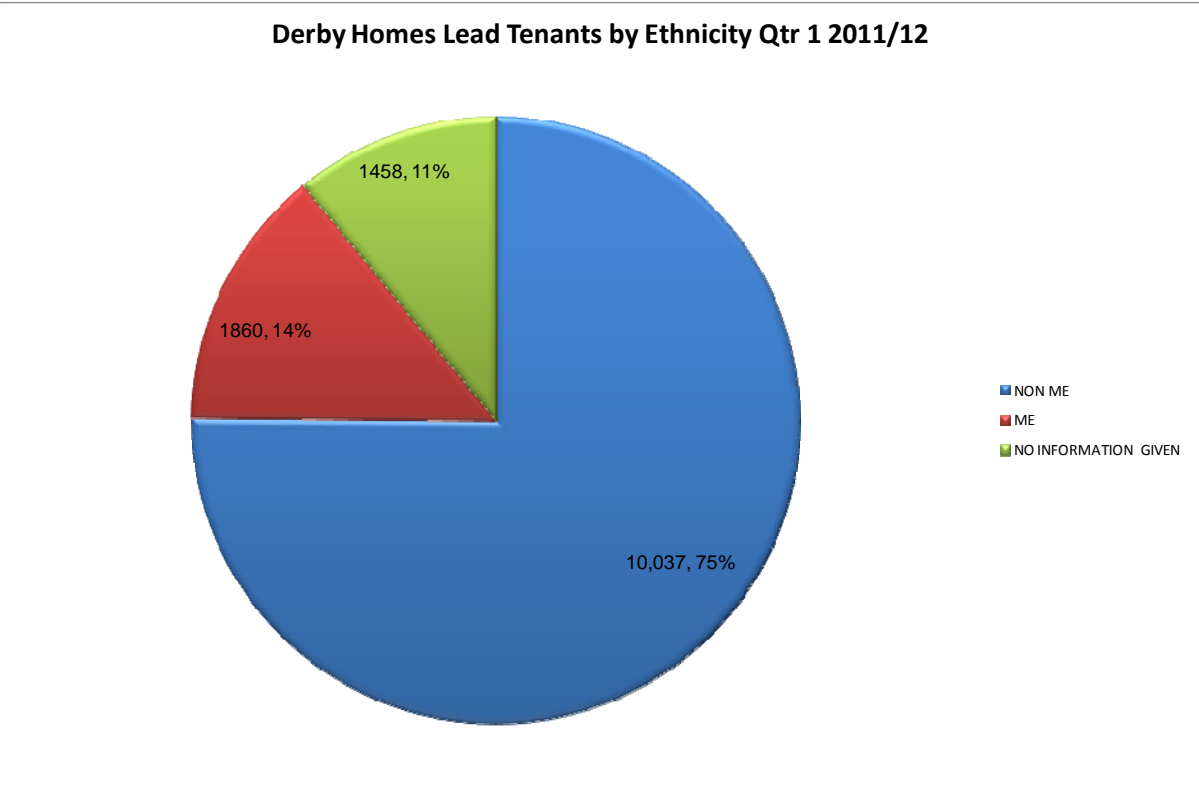
## Quarter 1 Report

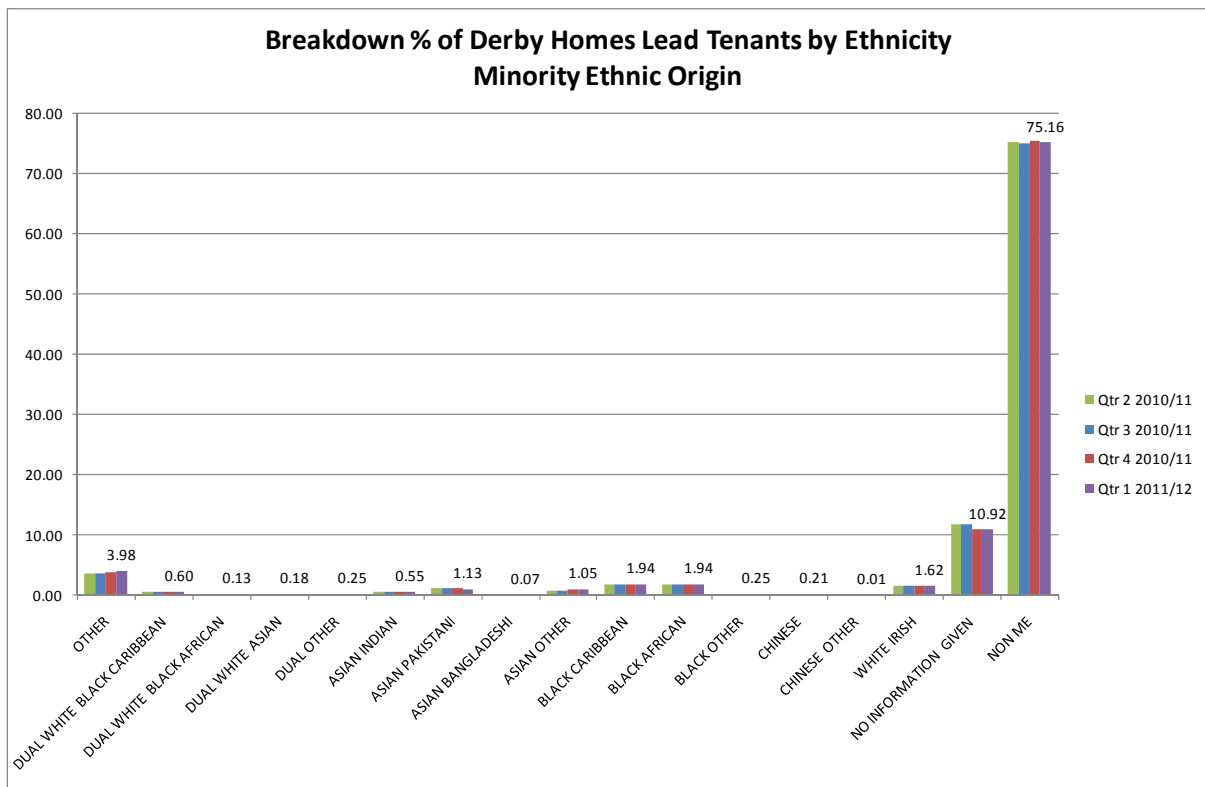
This report aims to present information to ensure our tenants are not being disadvantaged by our policies and procedures.

1. Demographic Information –

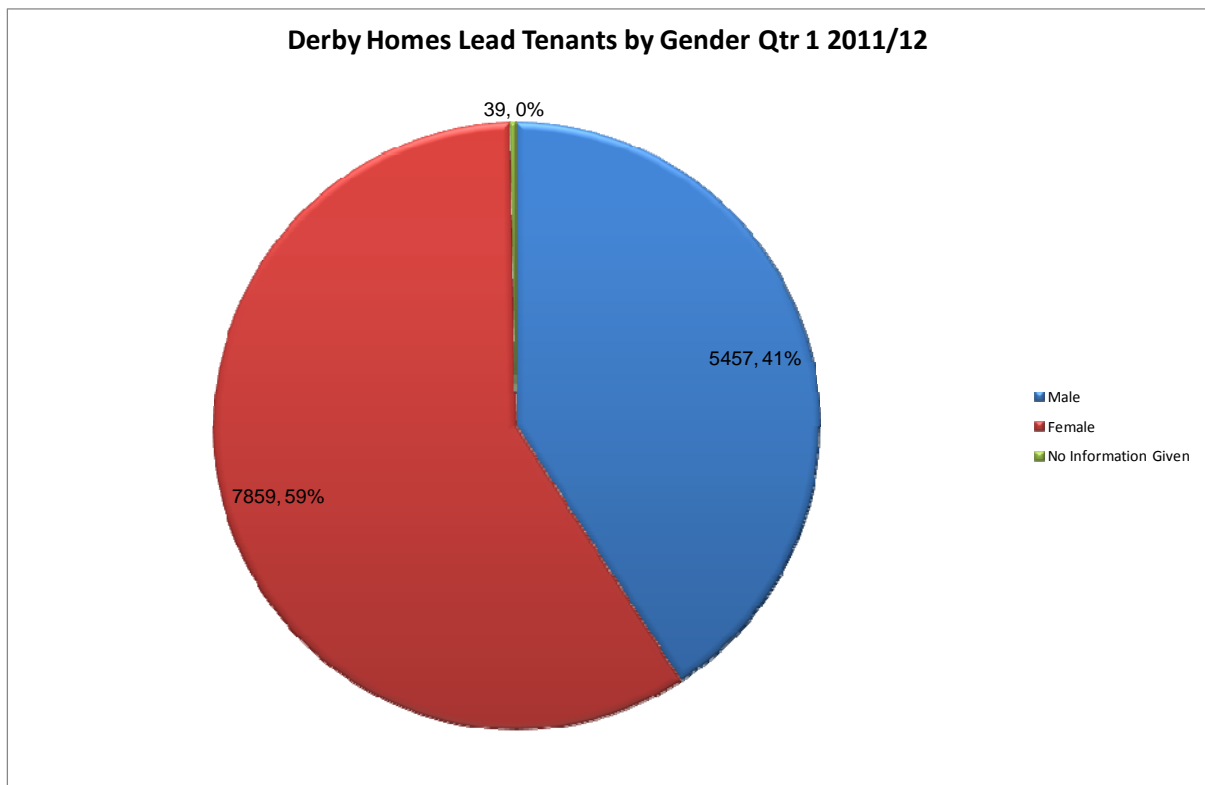


**Ethnicity**

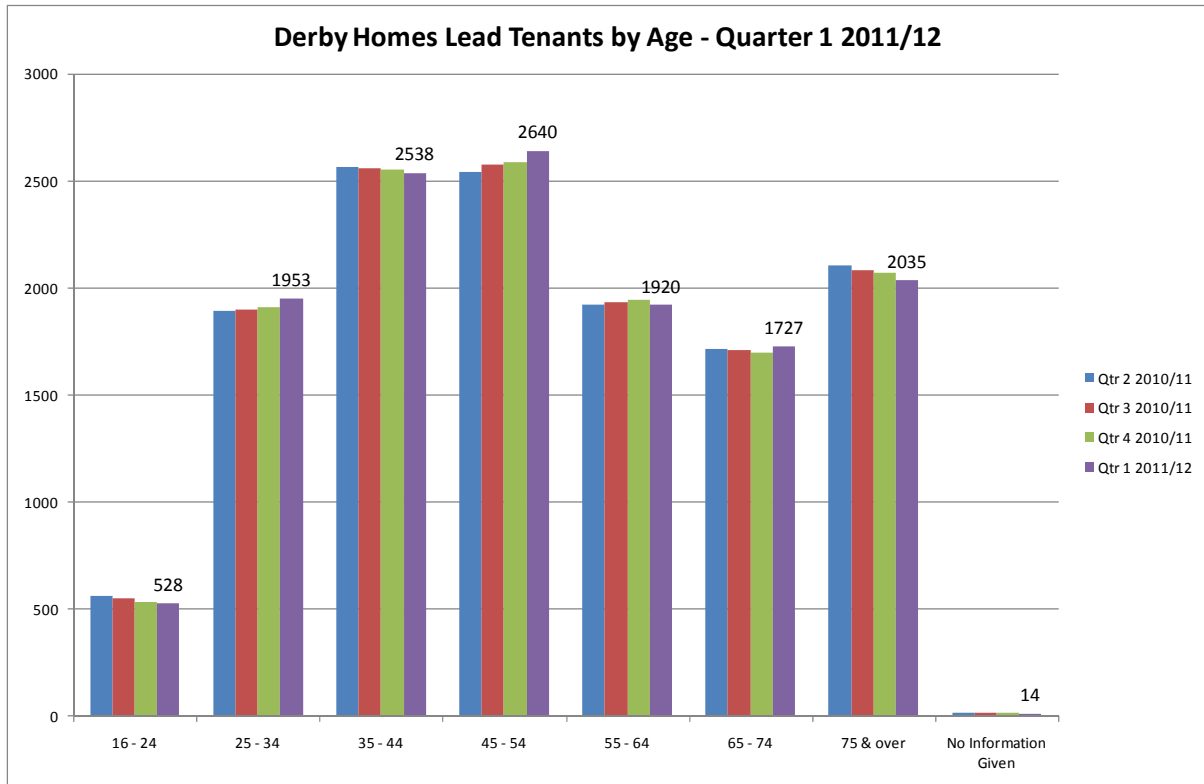
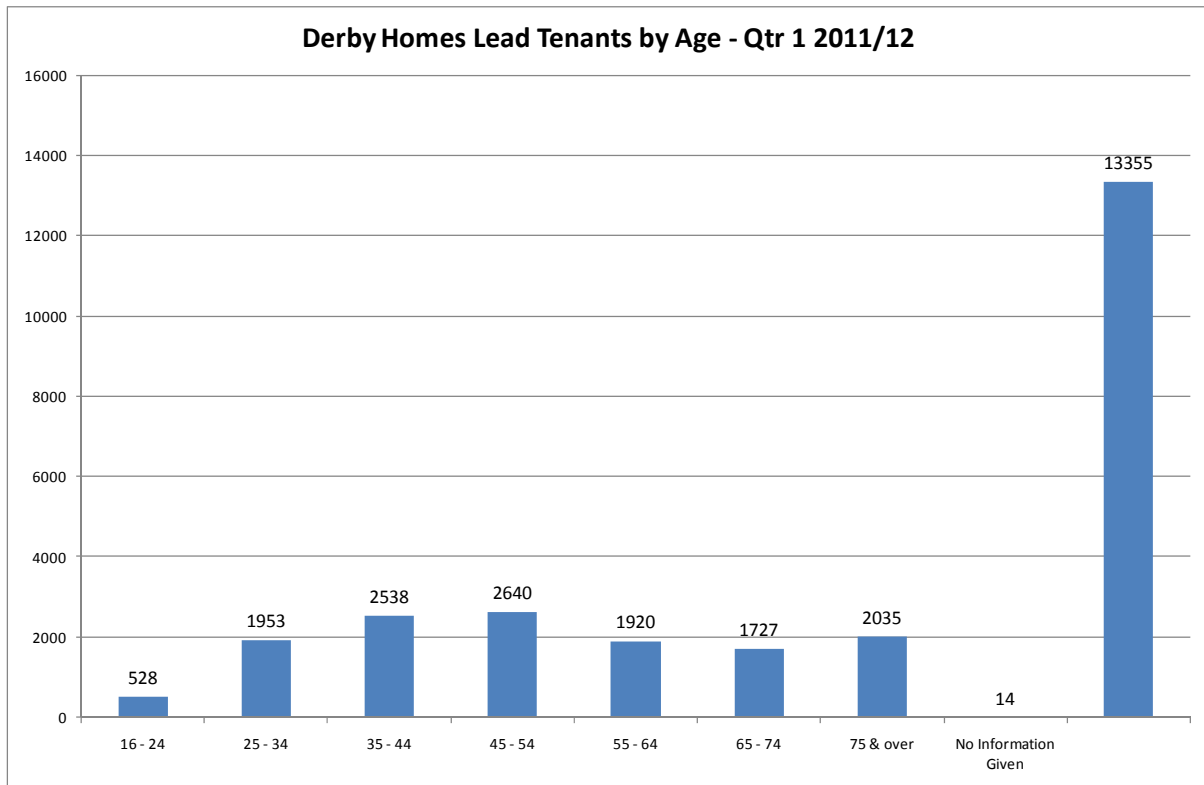




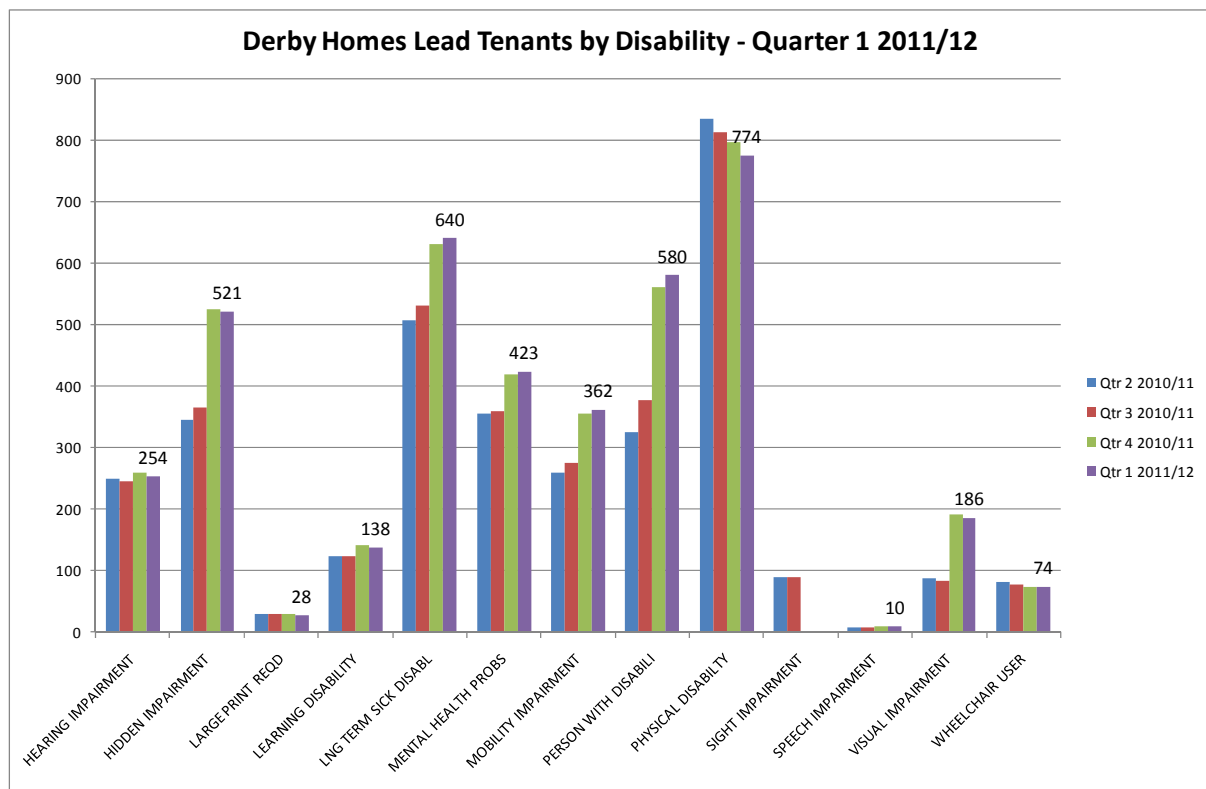
## Gender



## Age



## Disability

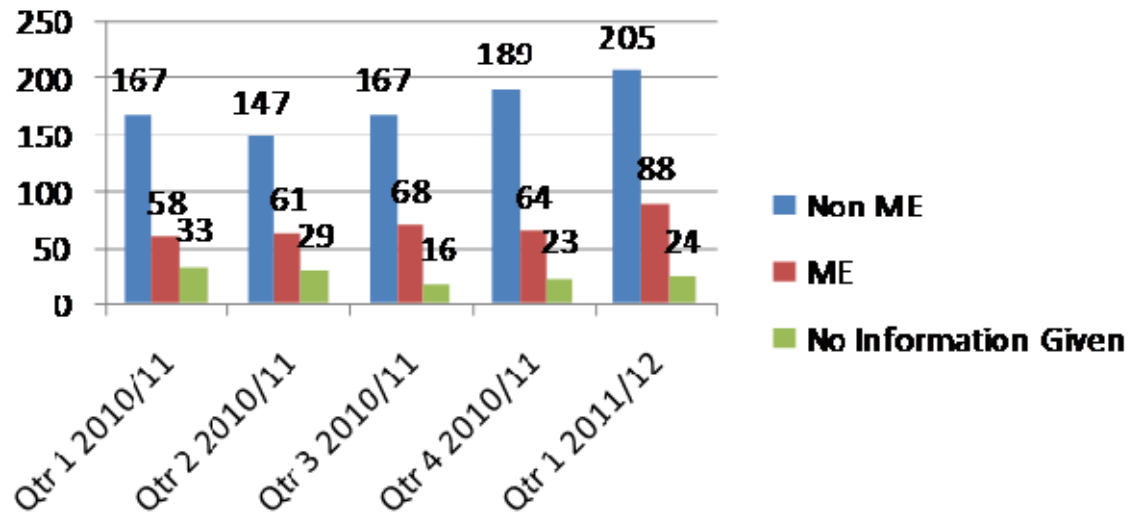


## Service Delivery

### 2. Lettings

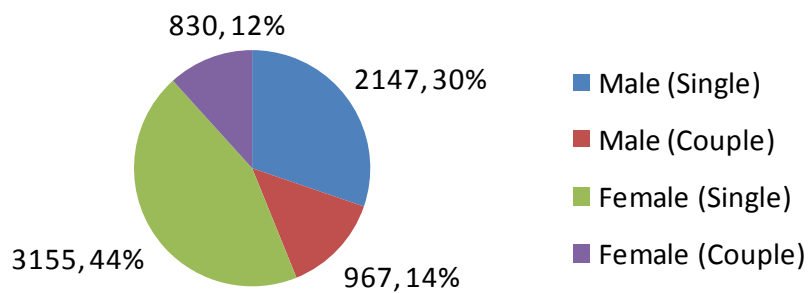


### Derby Homes Properties Let ('Offer Accepted' in Abritas)

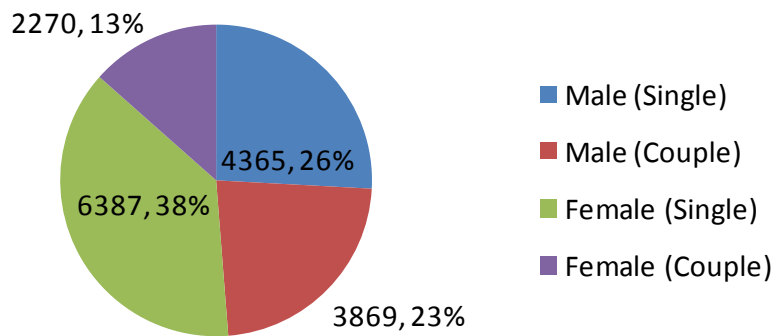


64 % of lettings to Non ME  
28% of lettings to ME

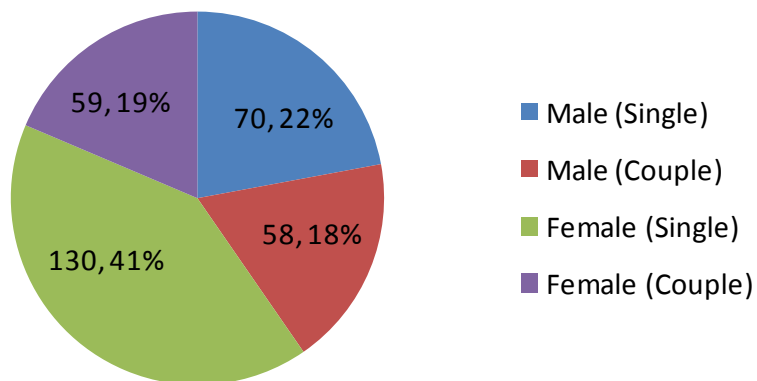
### Joint Housing Register - Gender of Lead Applicant - Qtr 1 2011/12



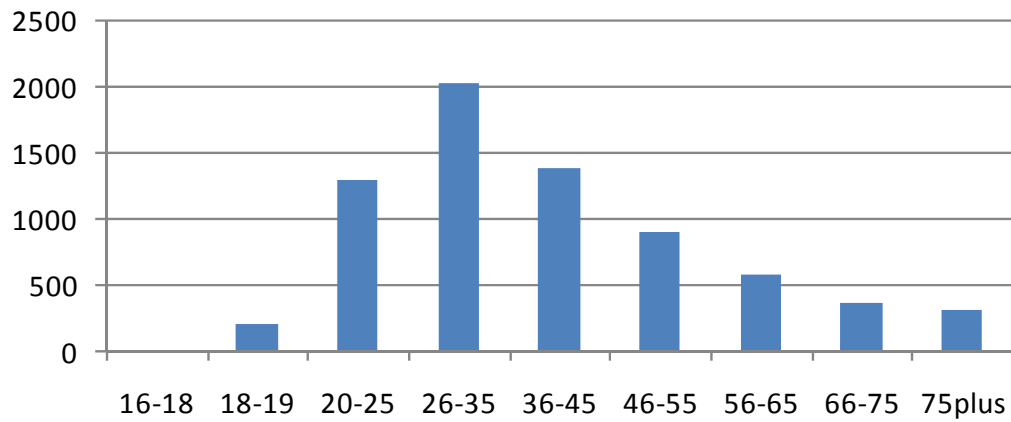
### Bids - Gender of Lead Applicant - Qtr 1 2011/12



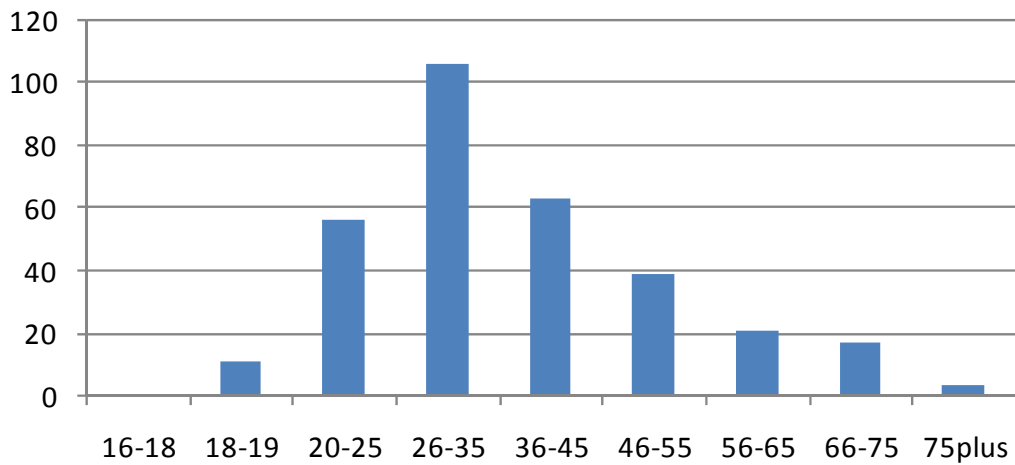
### Lettings - Gender of Lead Applicant - Qtr 1 2011/12

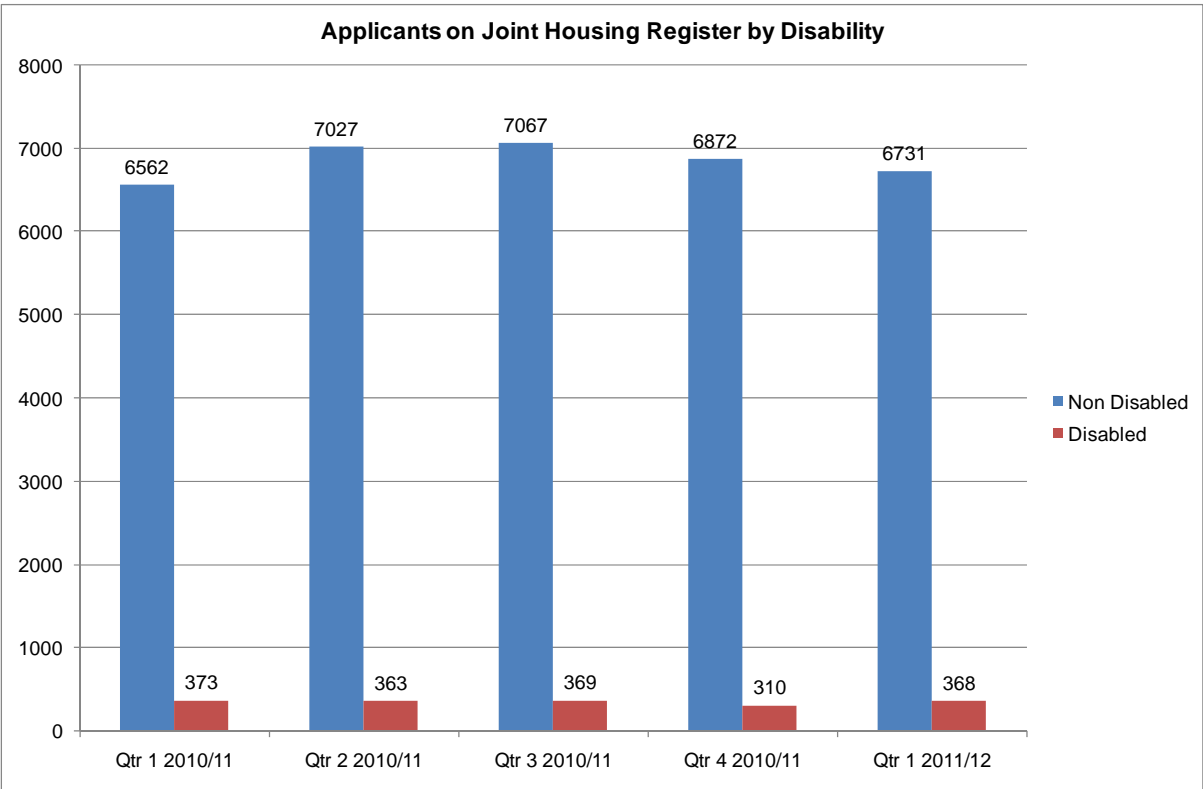
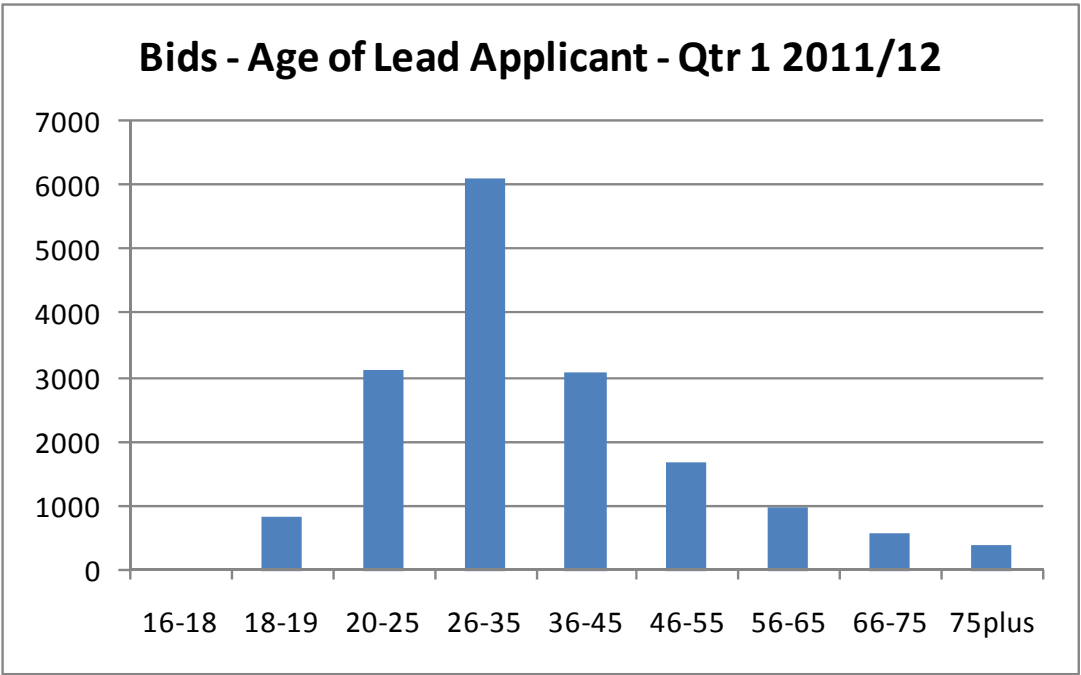


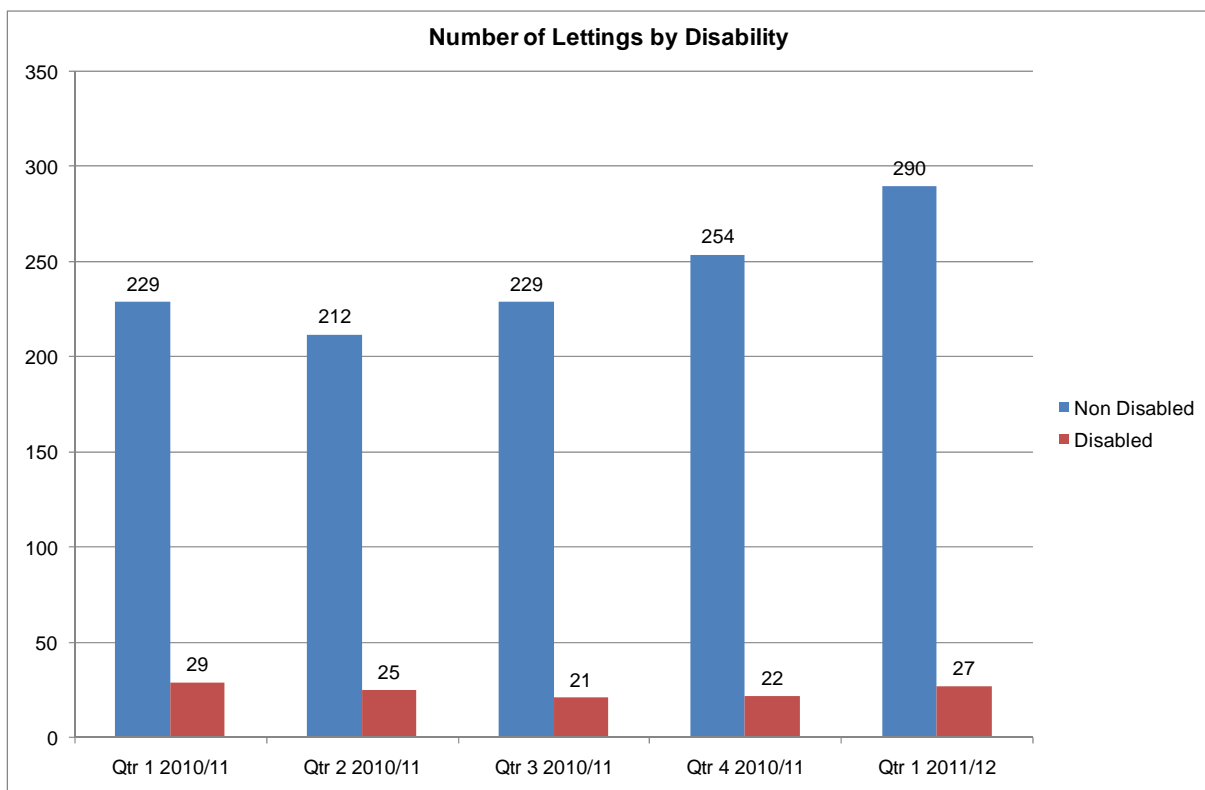
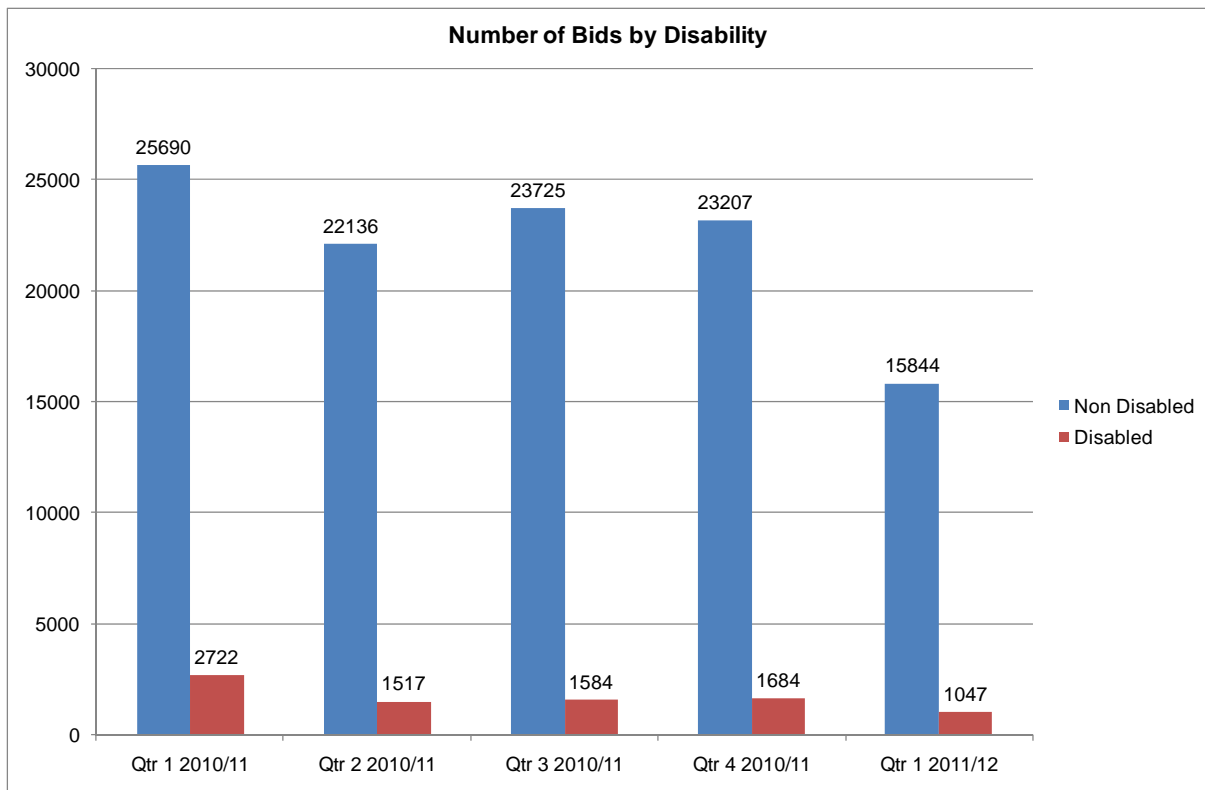
### Joint Housing Register - Age of Lead Applicant - Qtr 1 2011/12

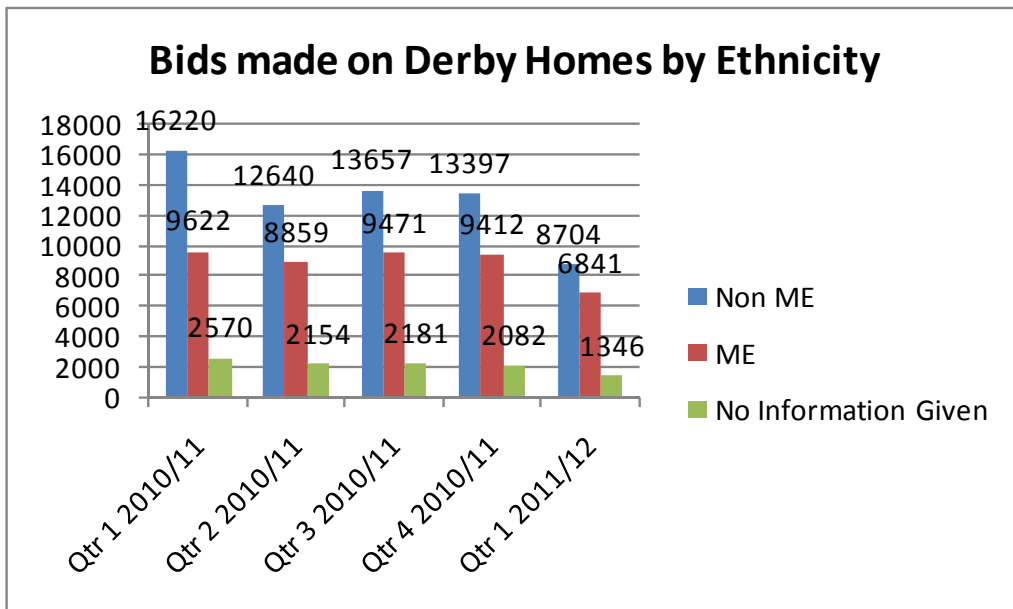
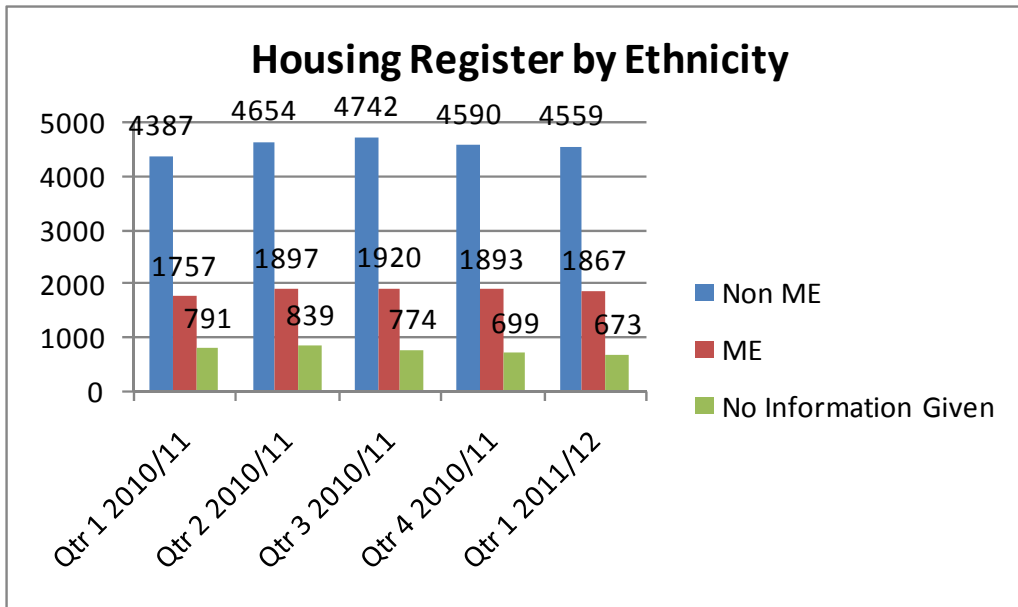


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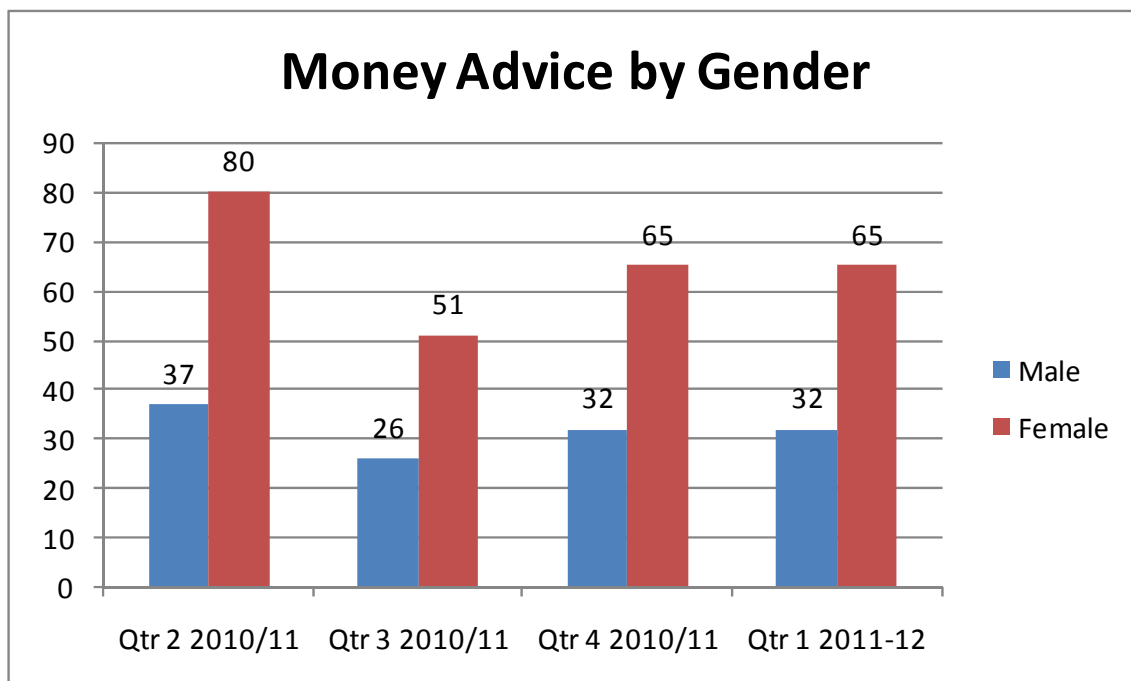
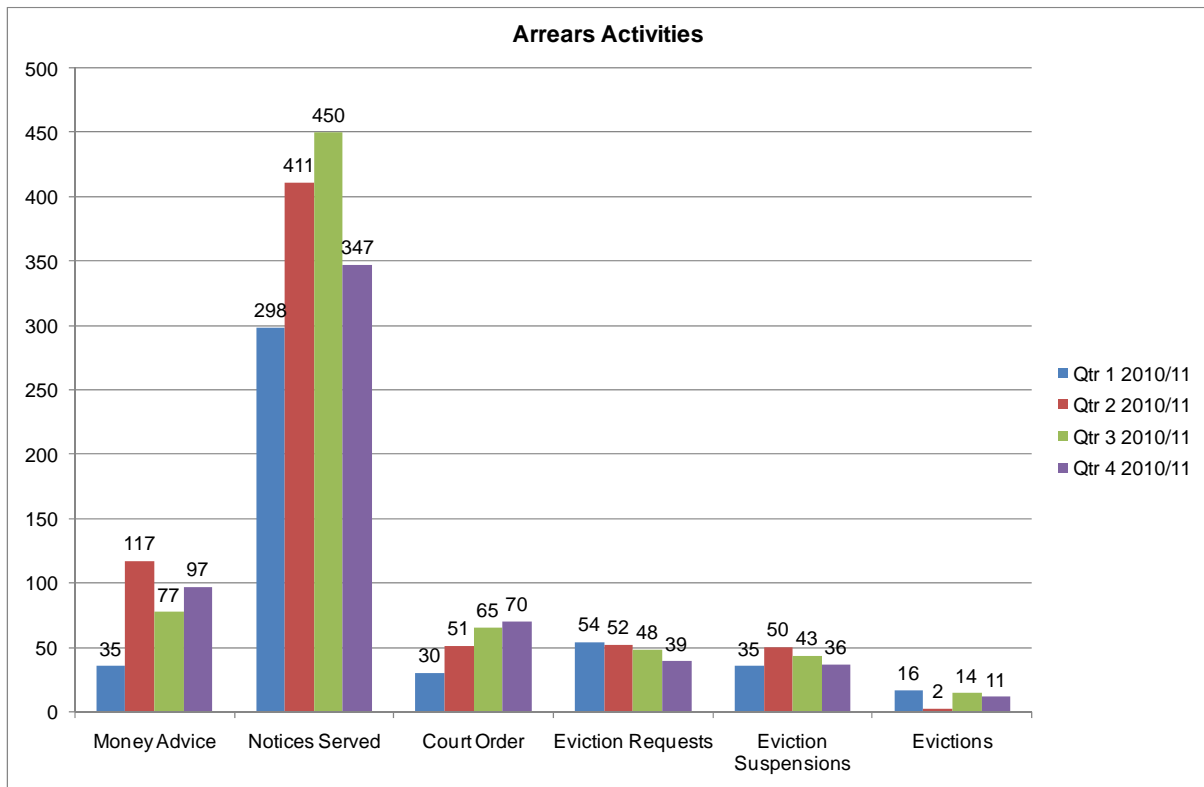


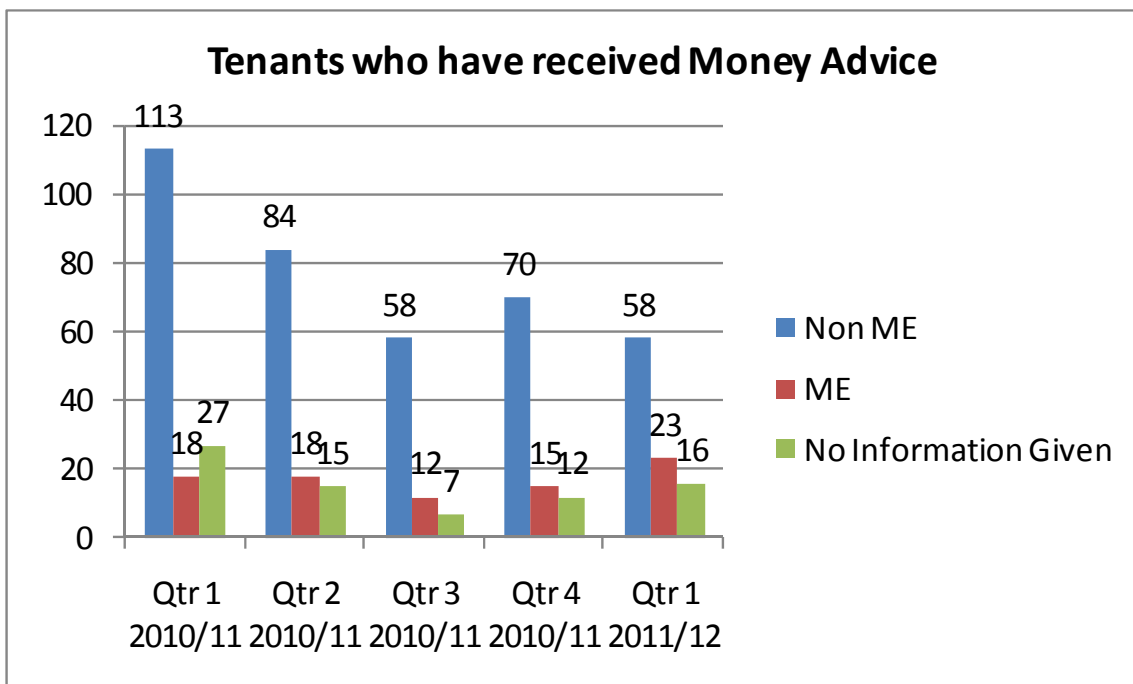
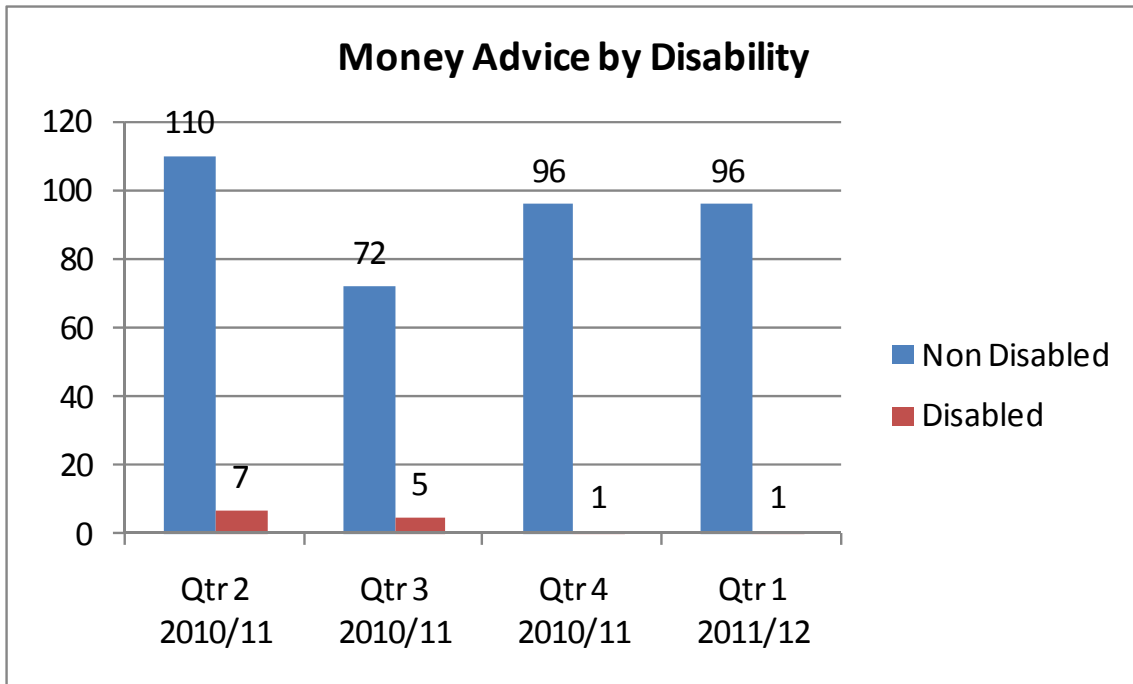




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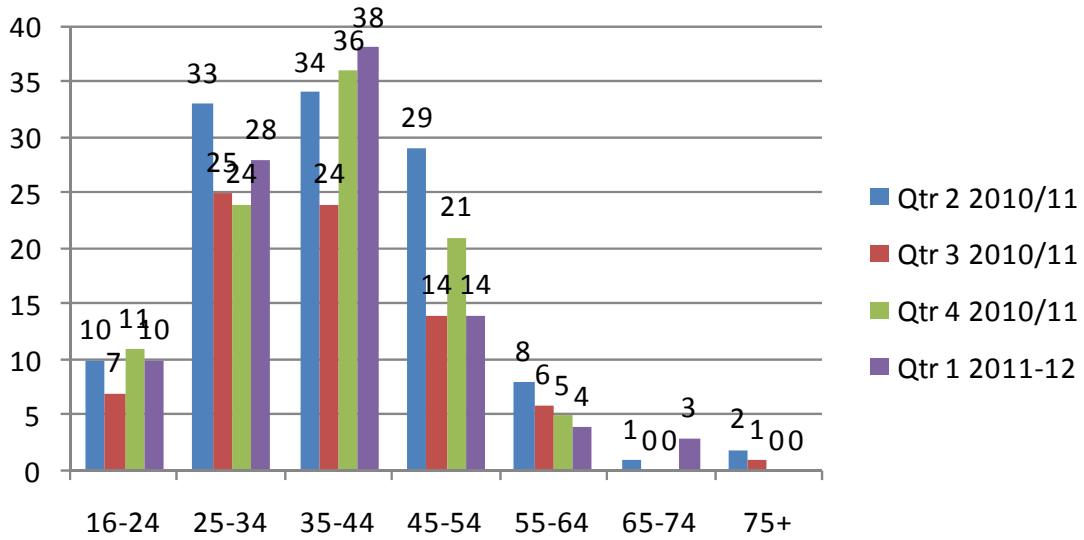
### 3. Arrears



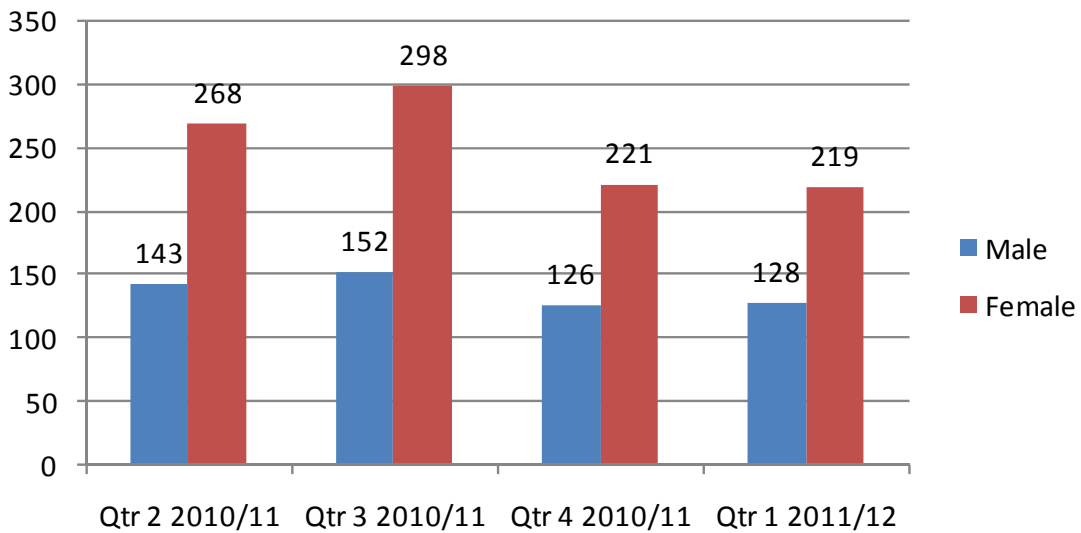


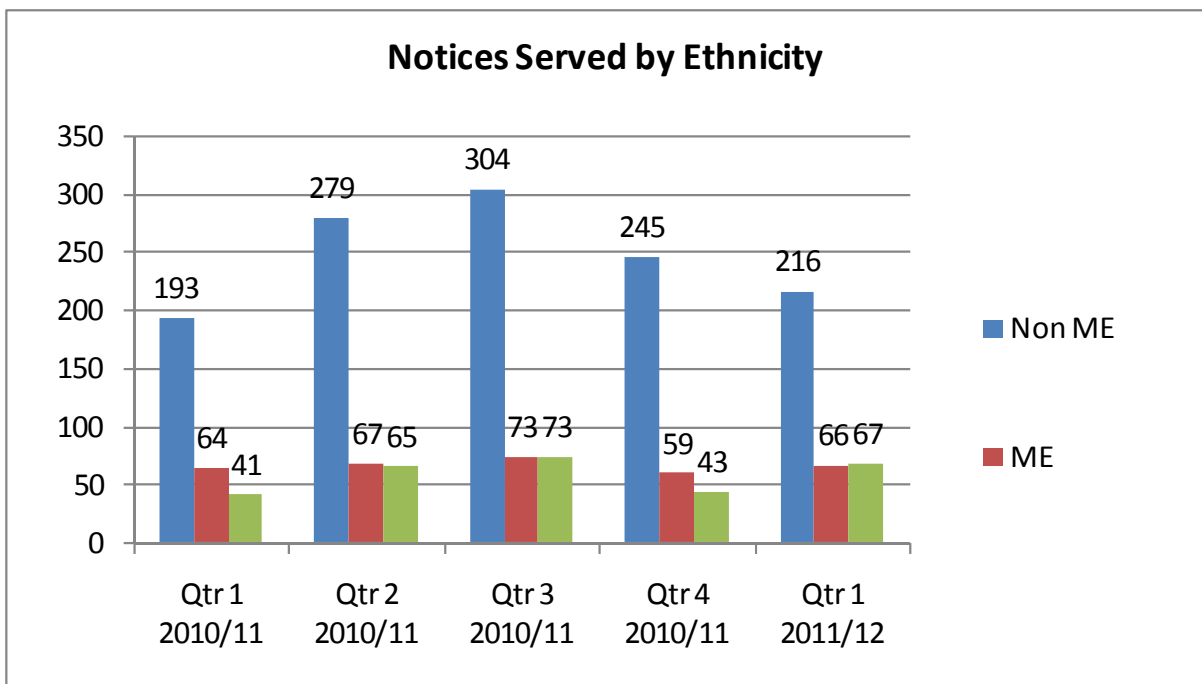
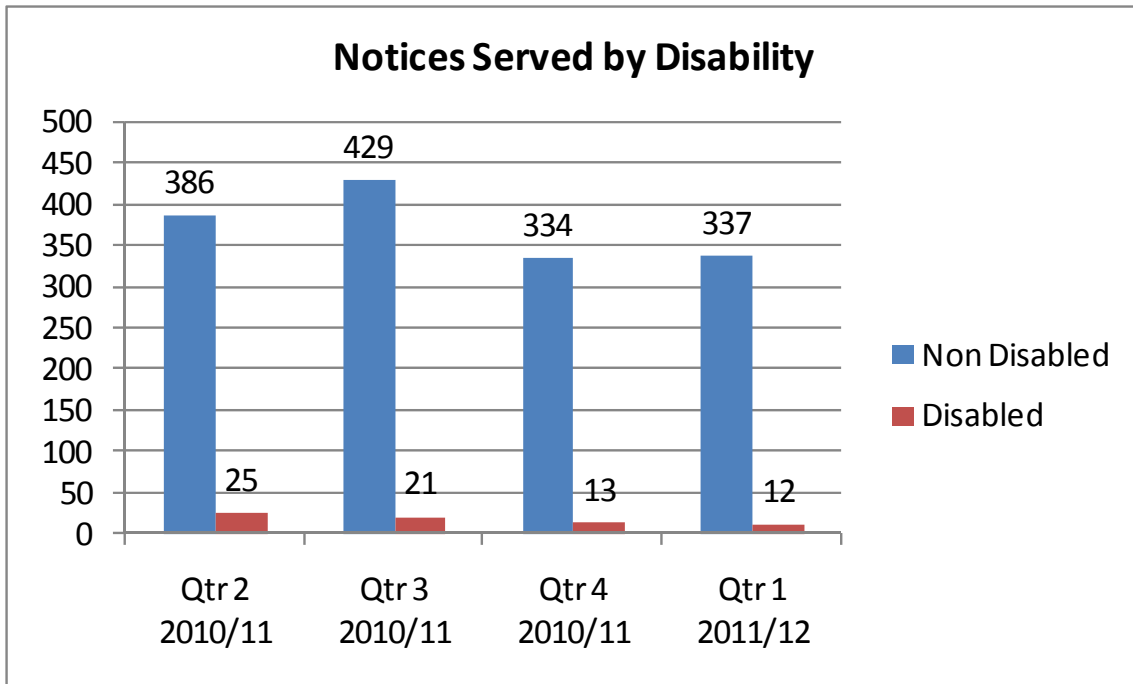


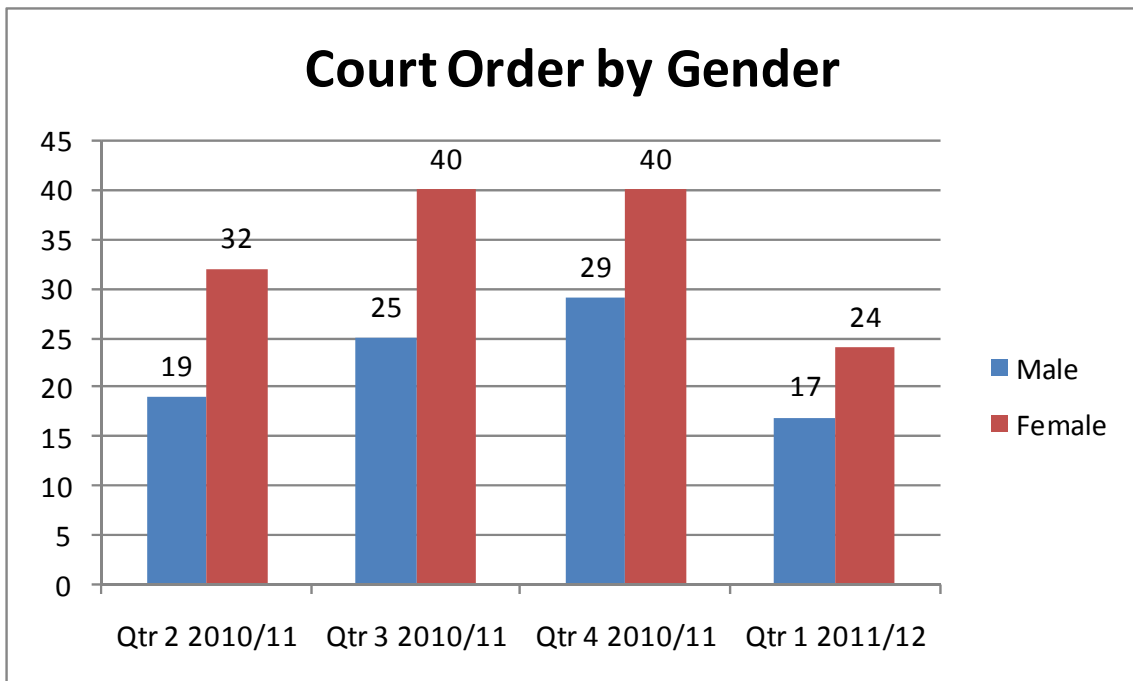
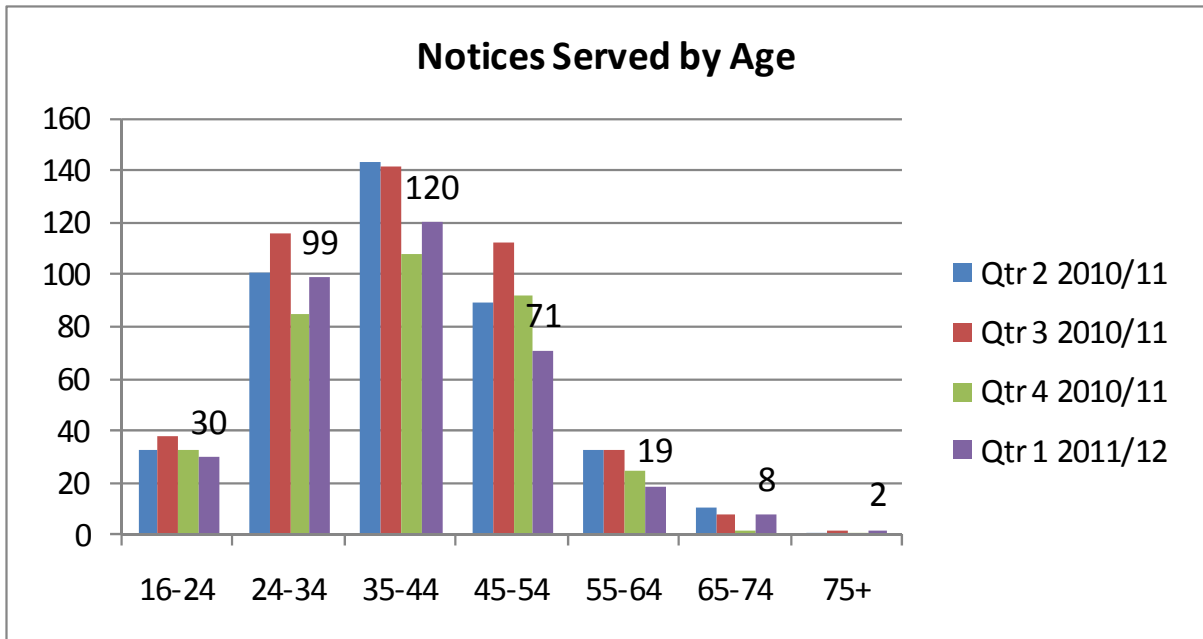
## Money Advice by Age

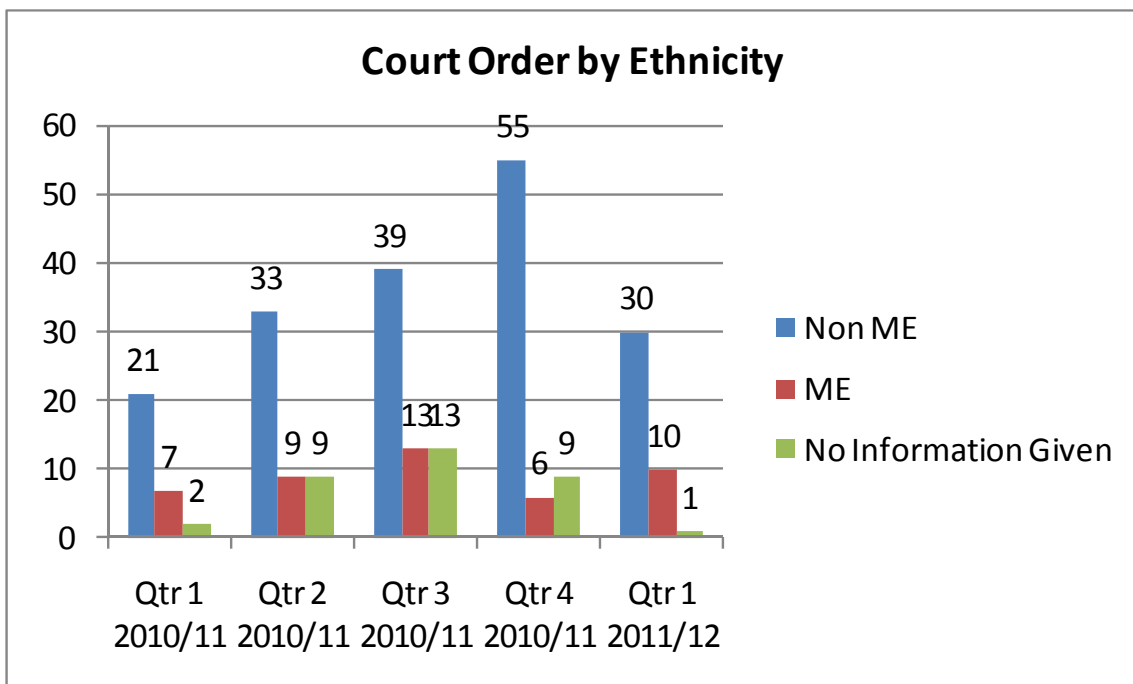
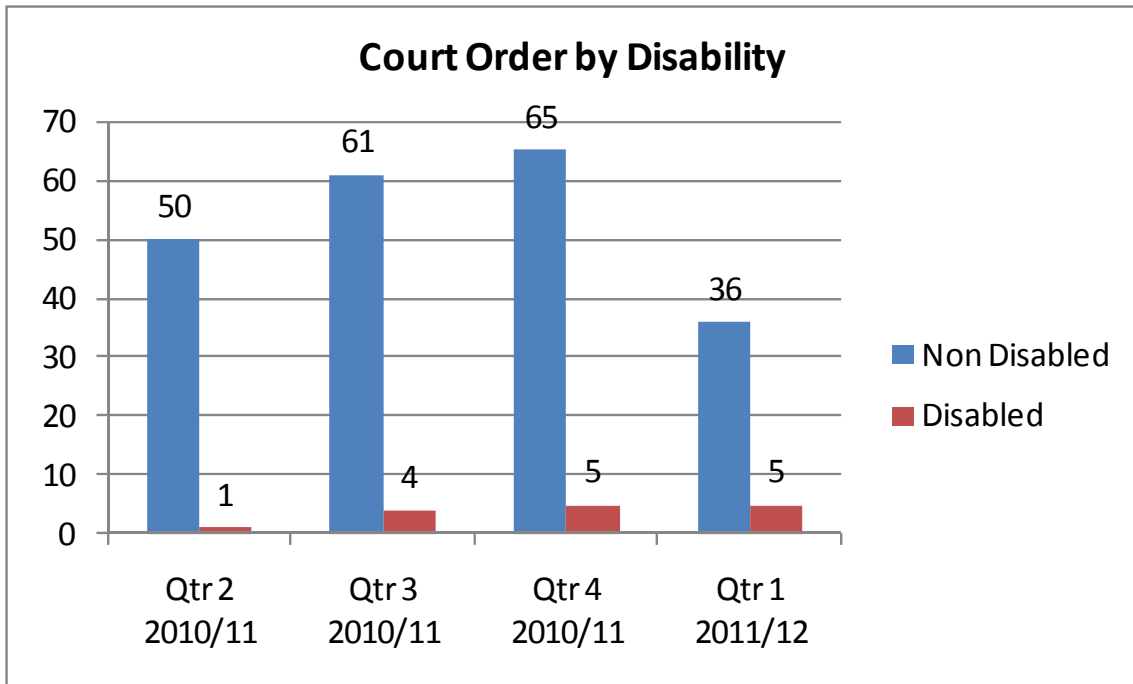


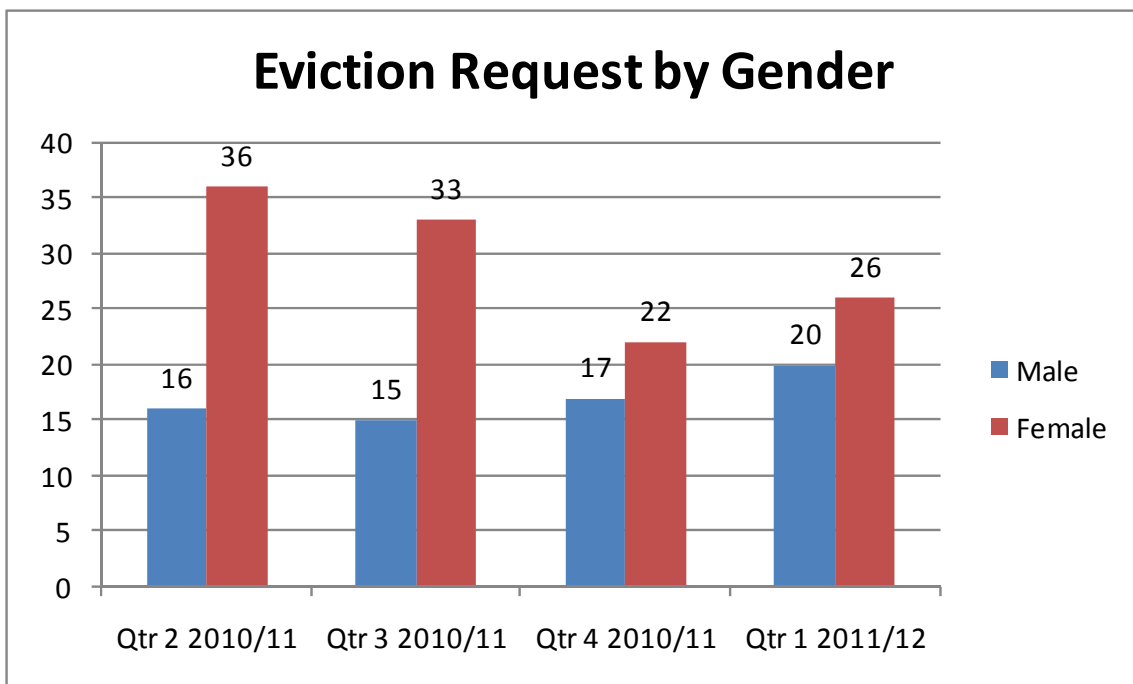
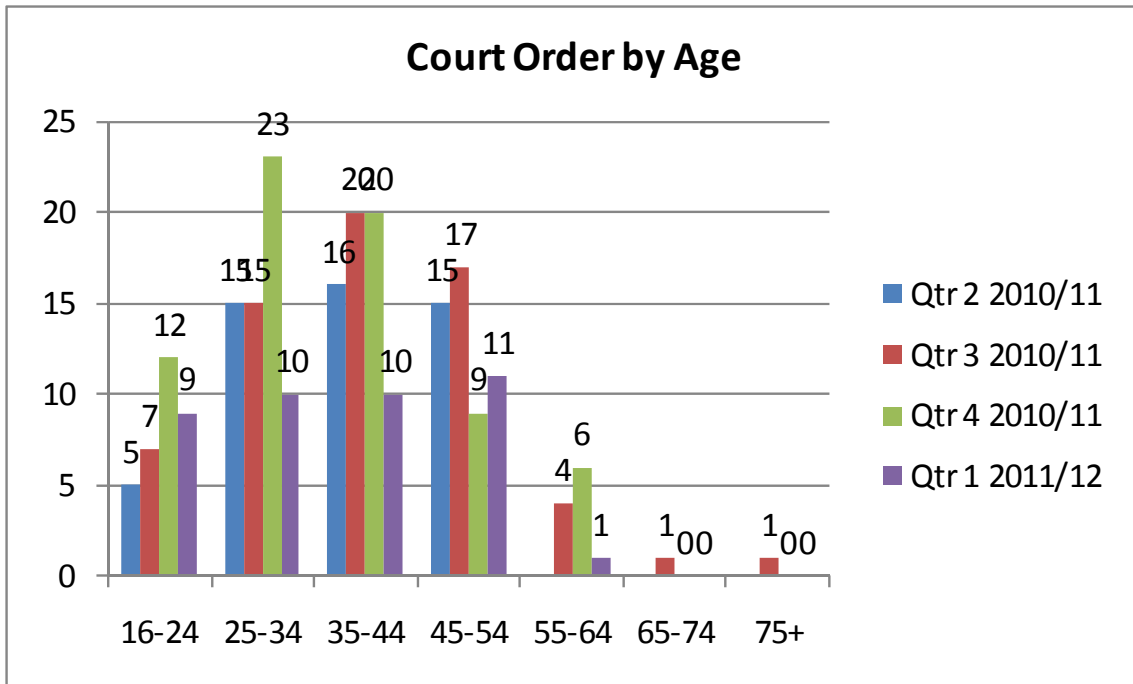
## Notices Served by Gender

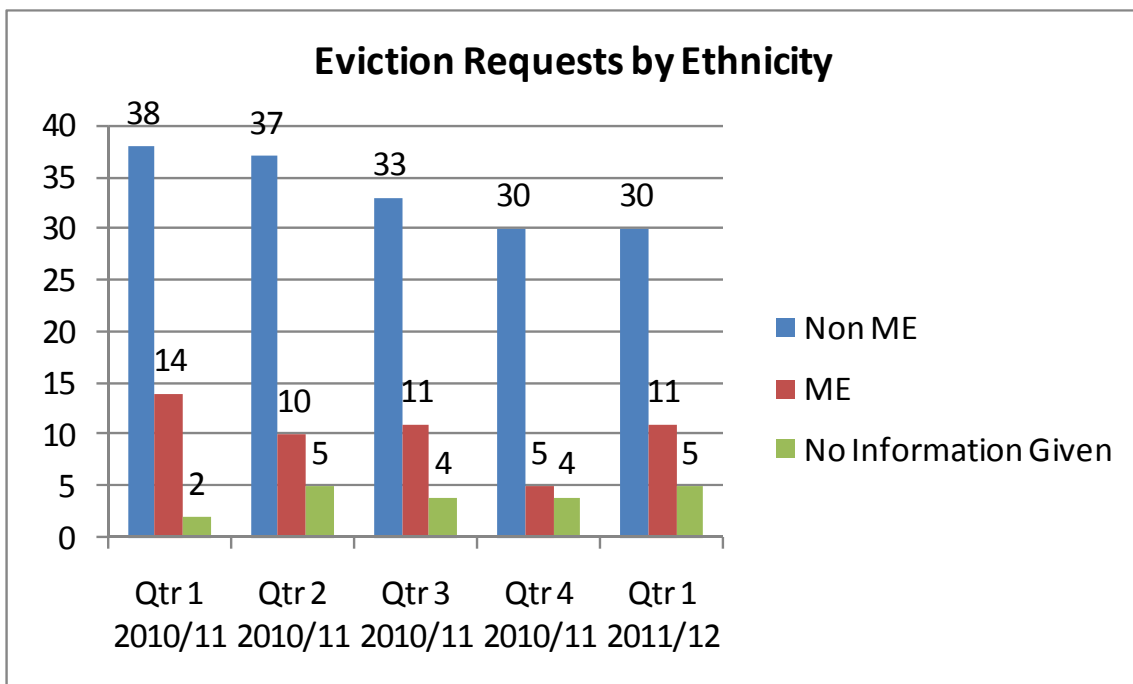
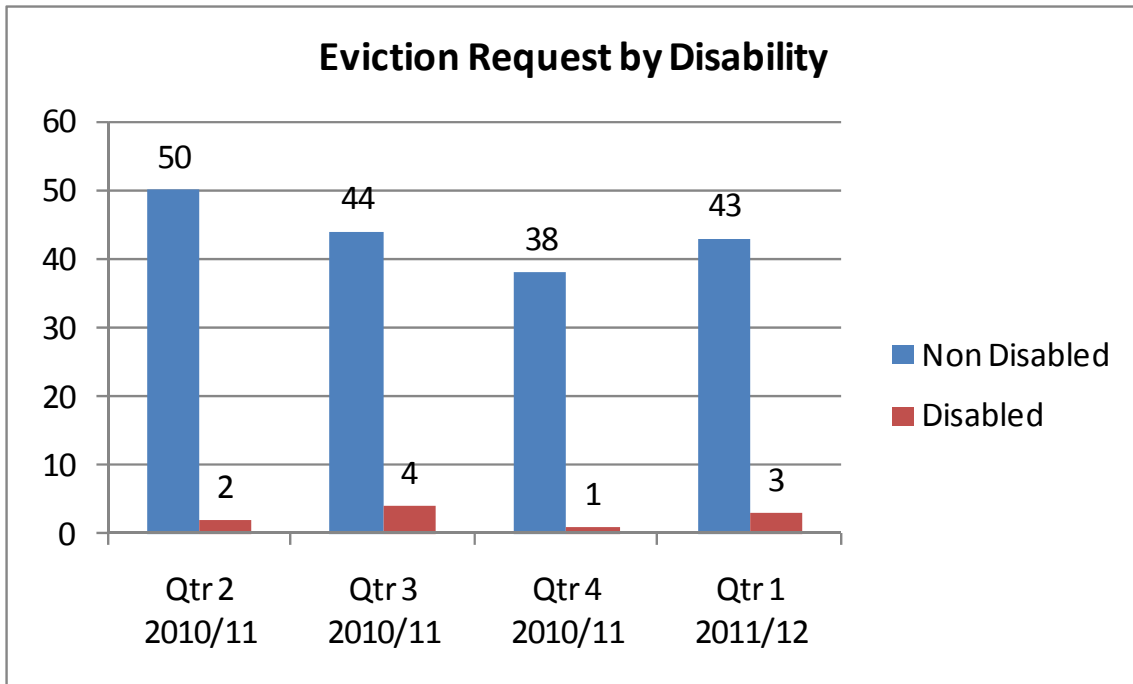


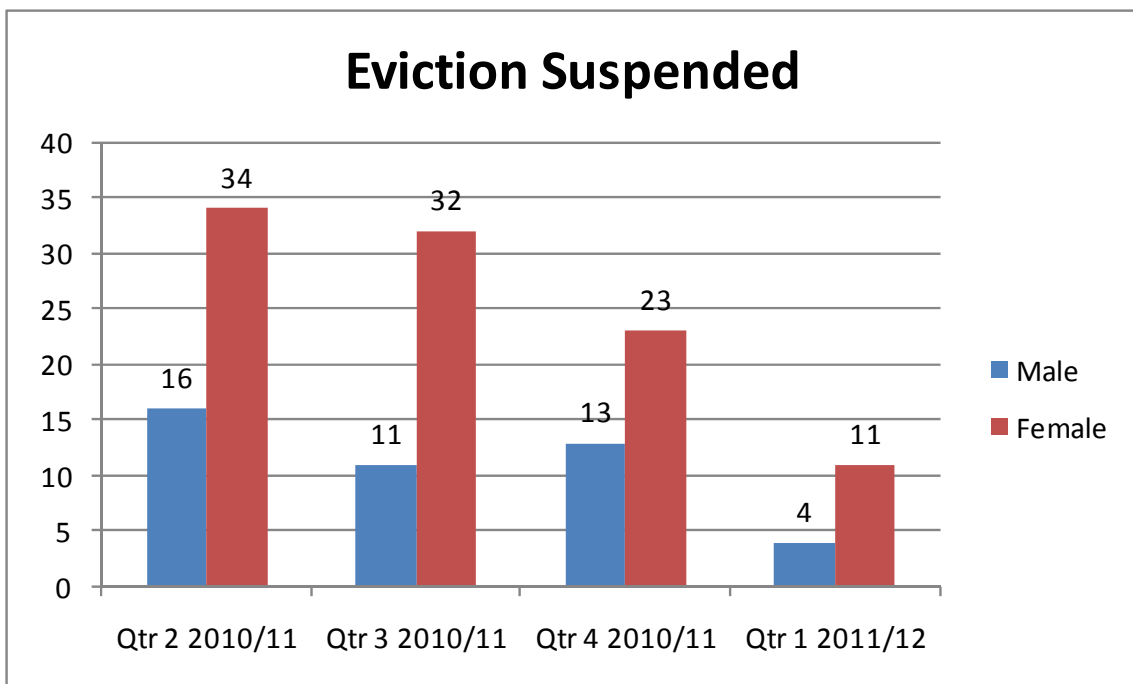
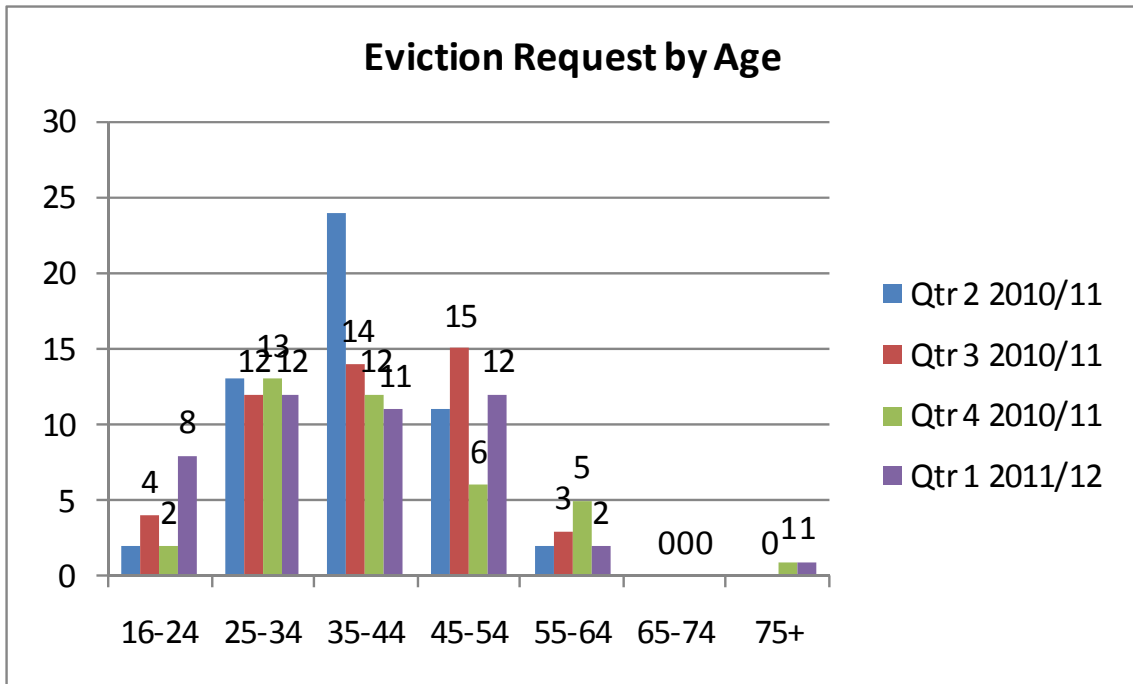


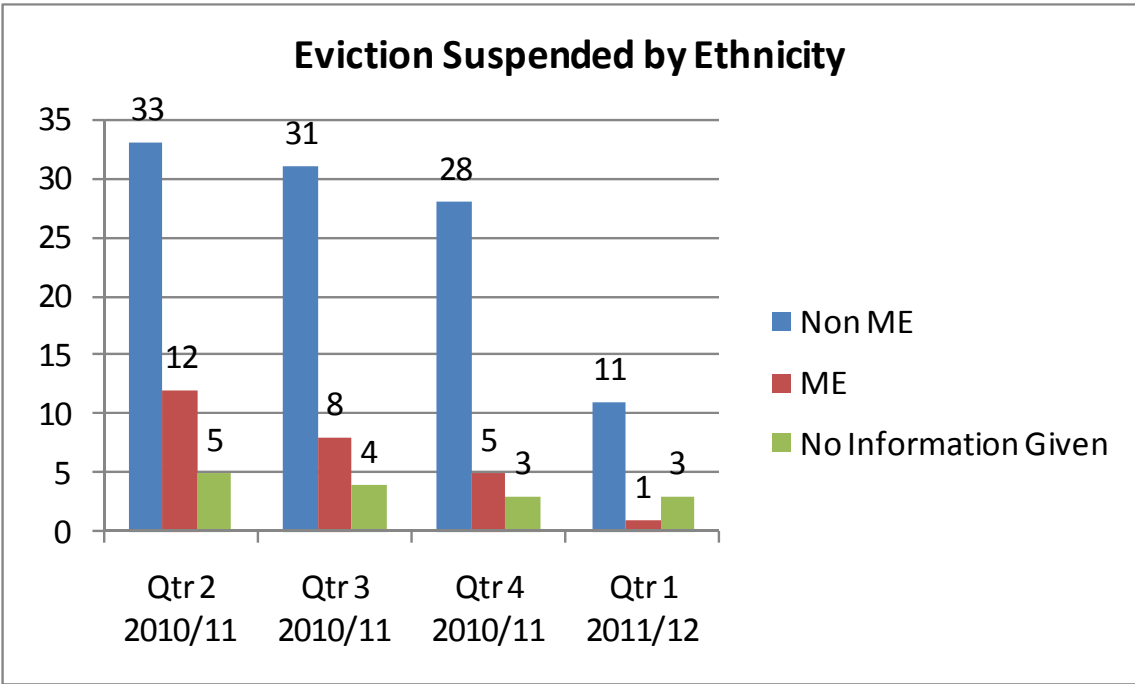
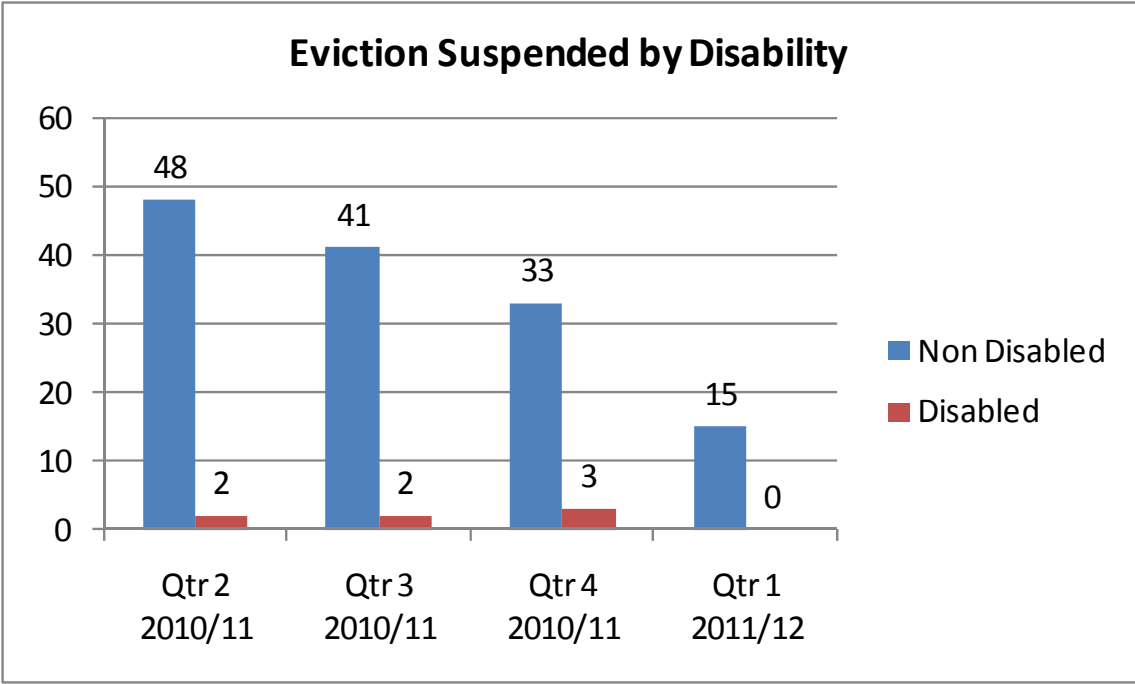




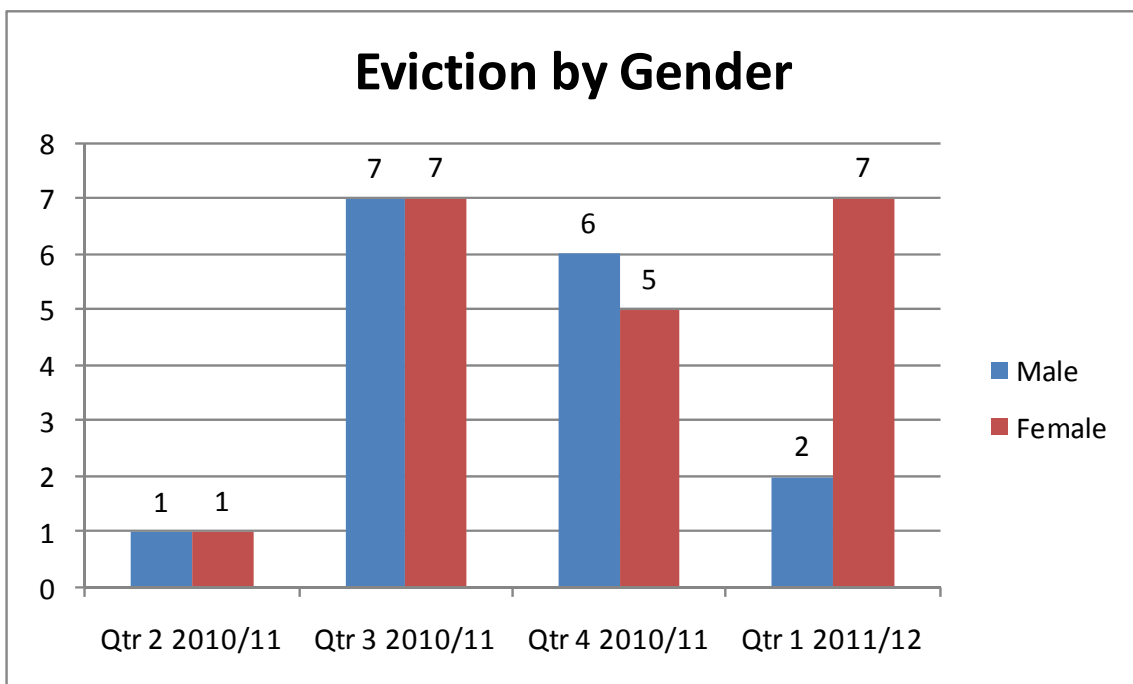
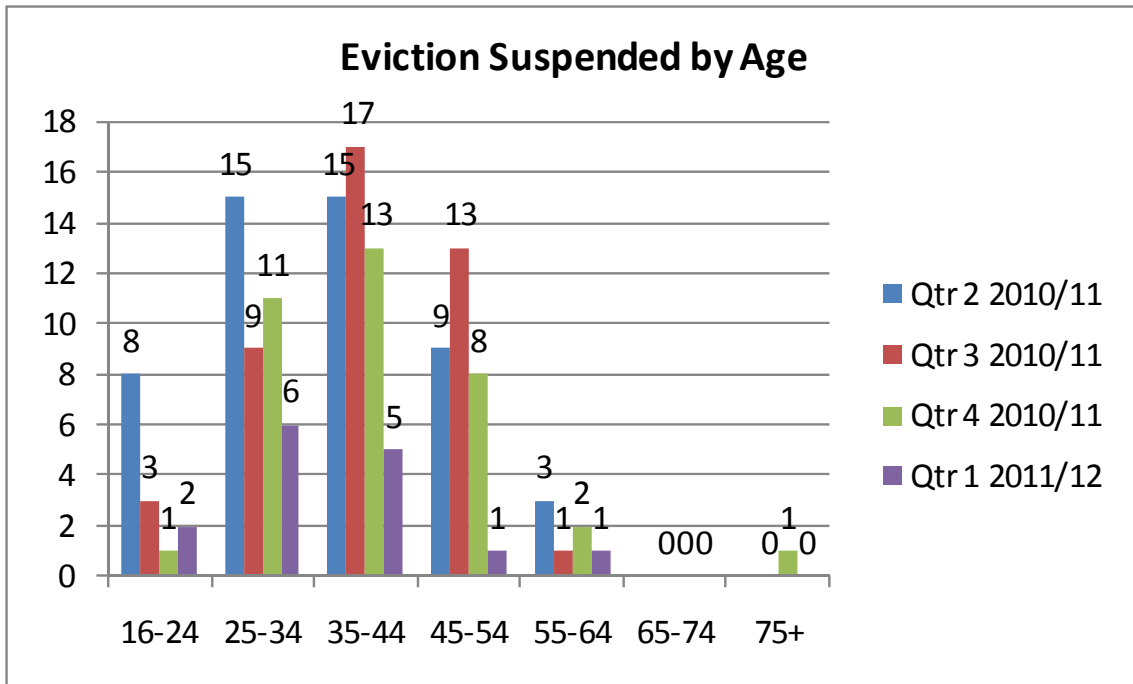




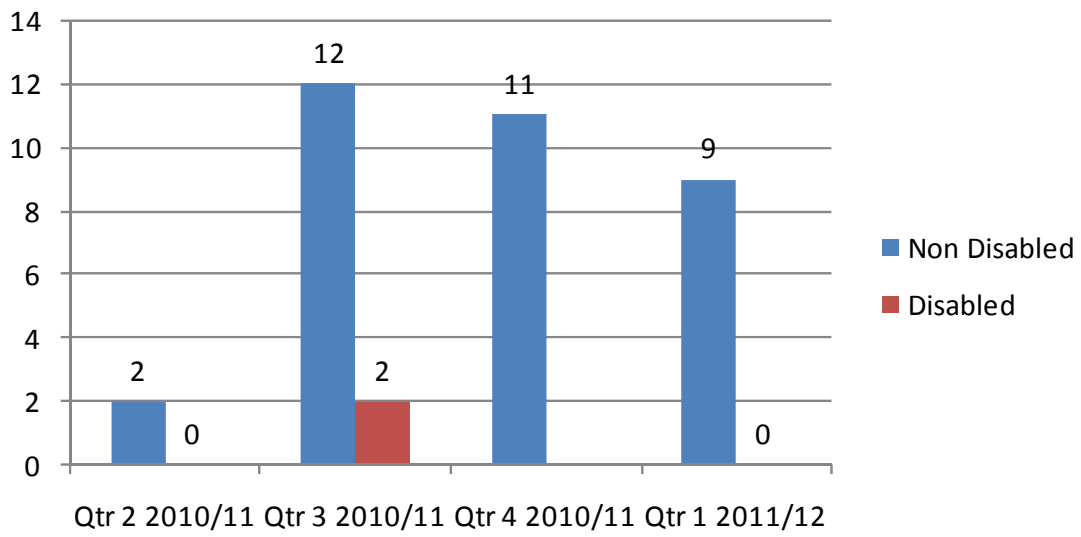




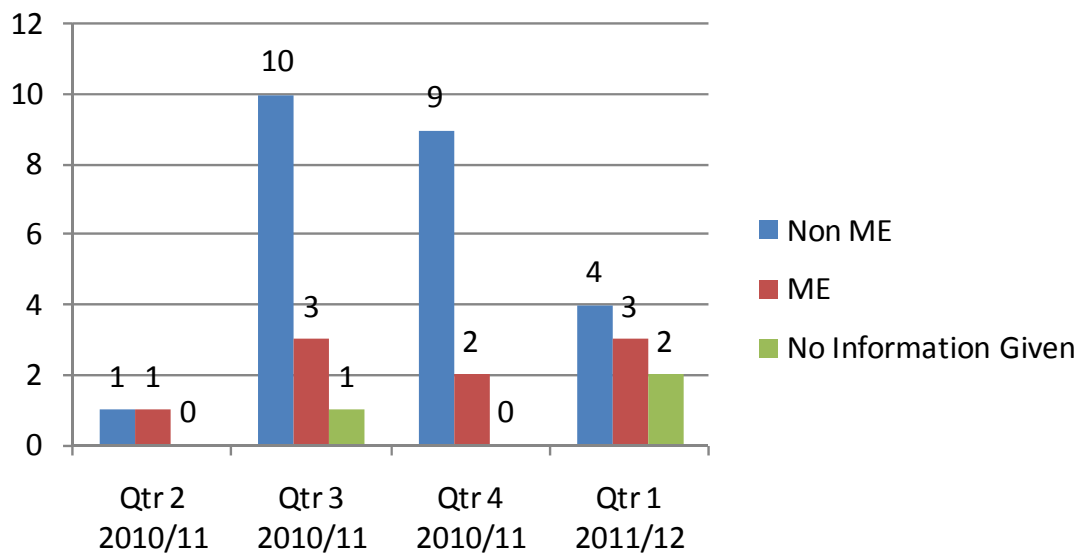


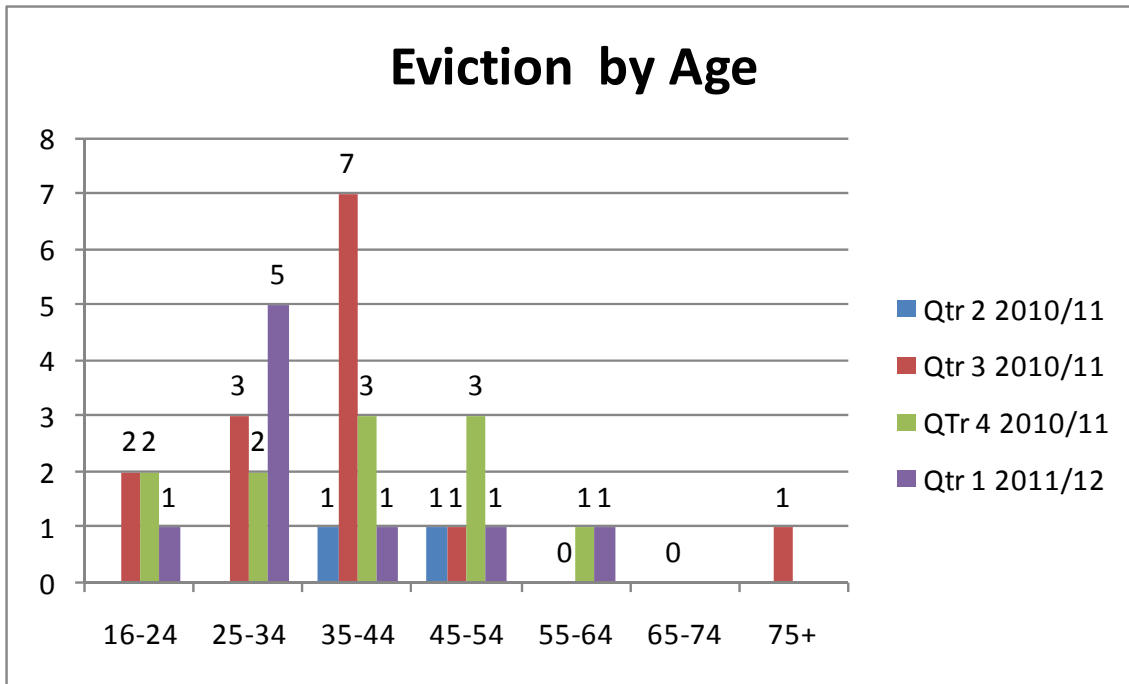


## Eviction by Disability

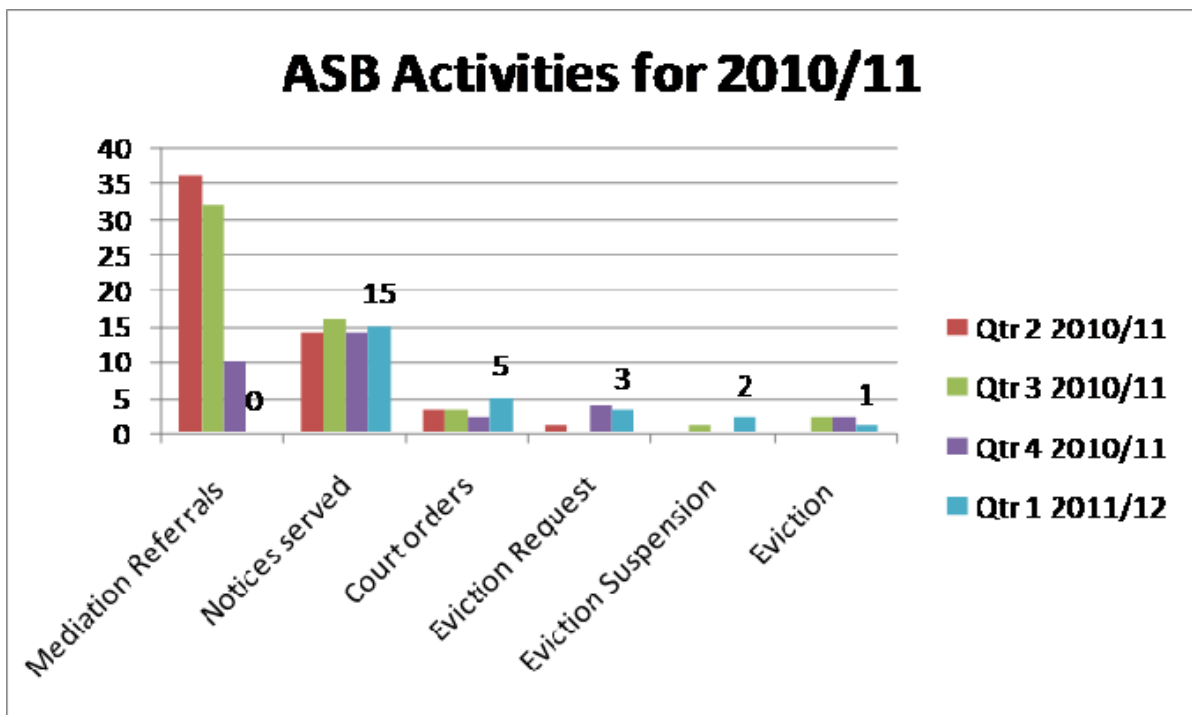


## Eviction by Ethnicity

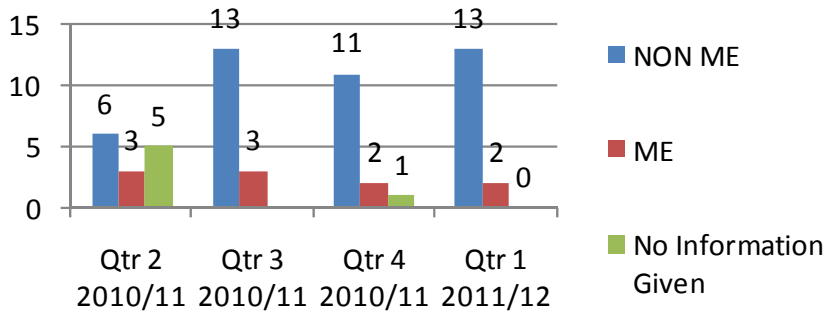




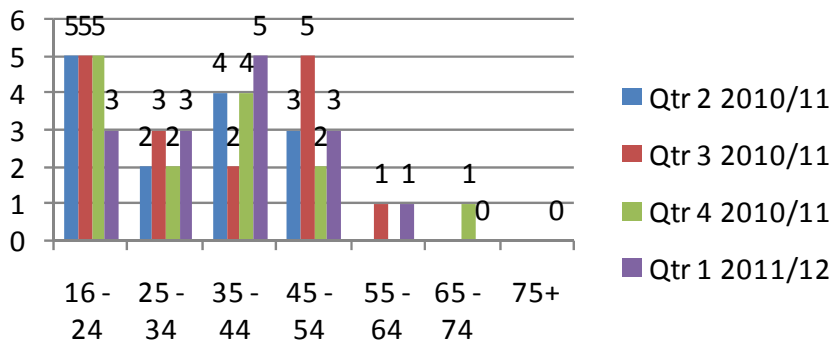
## 5. Anti-Social Behaviour



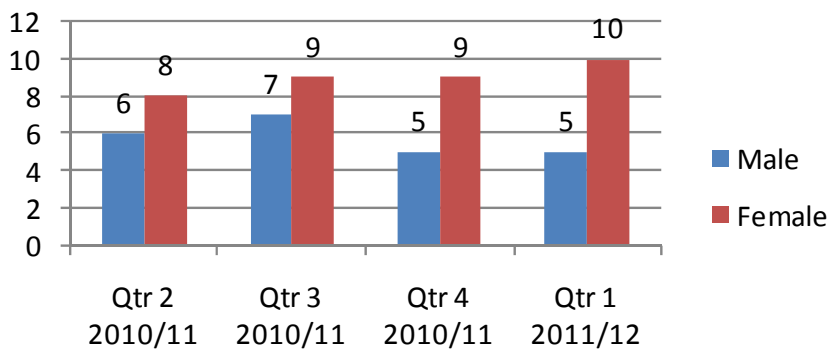
### Notices Served by Ethnicity



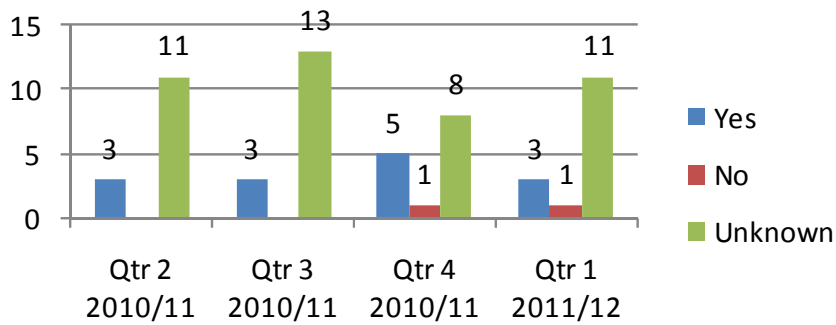
### Notices Served by Age



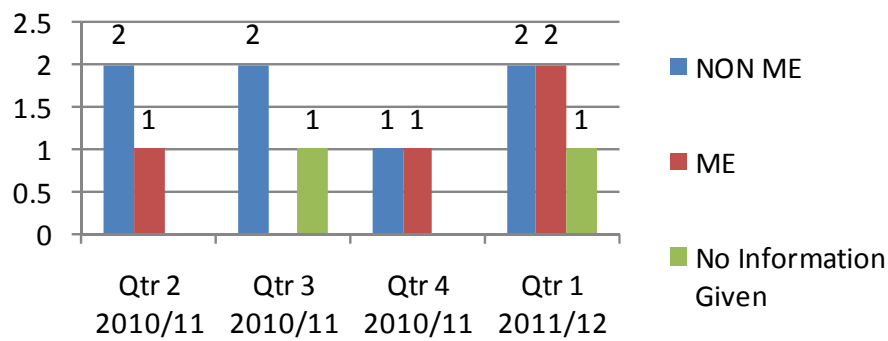
### Notices Served by Gender



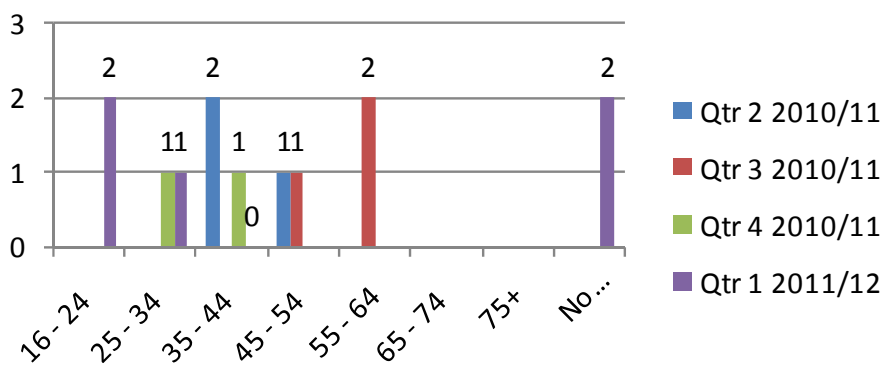
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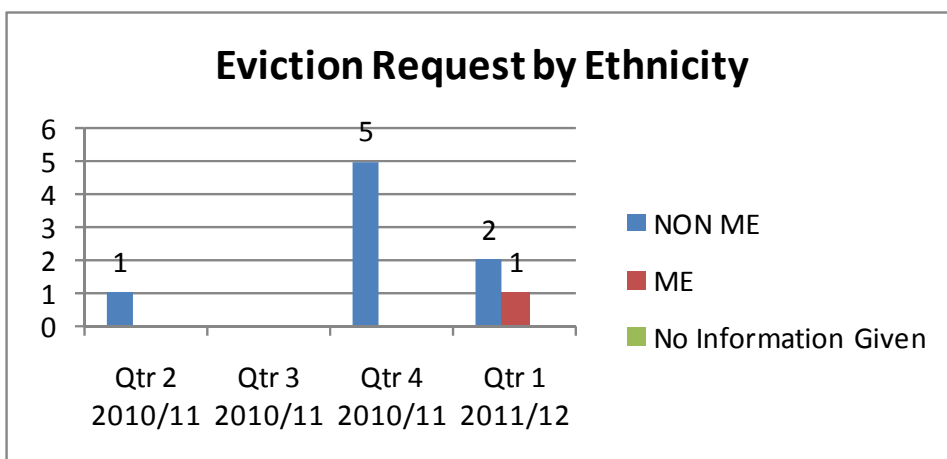
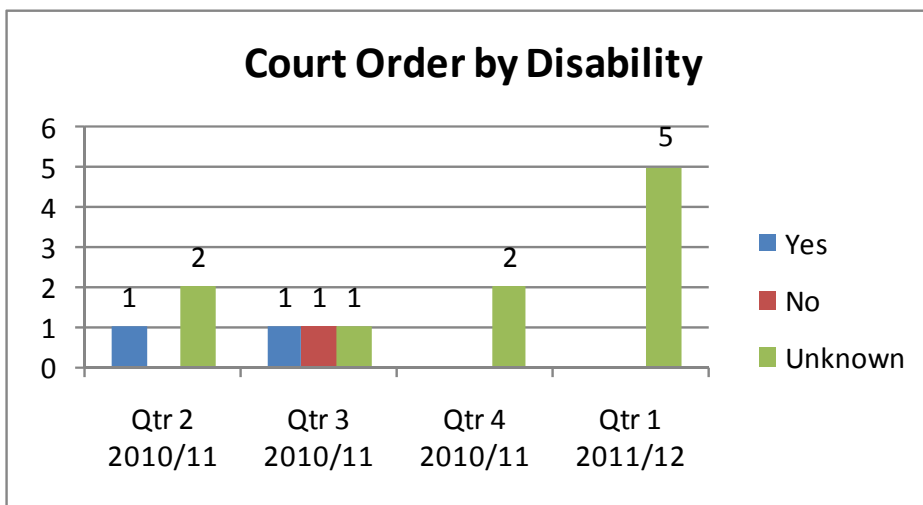
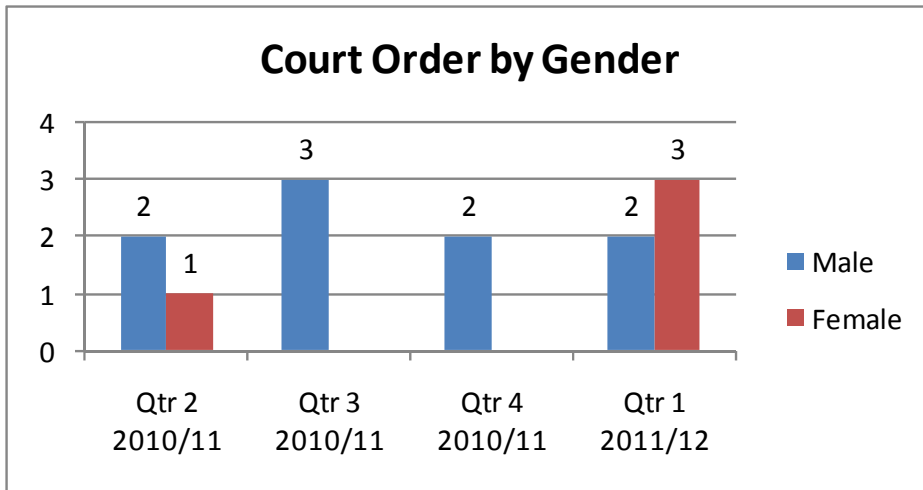


### Court Order by Ethnicity

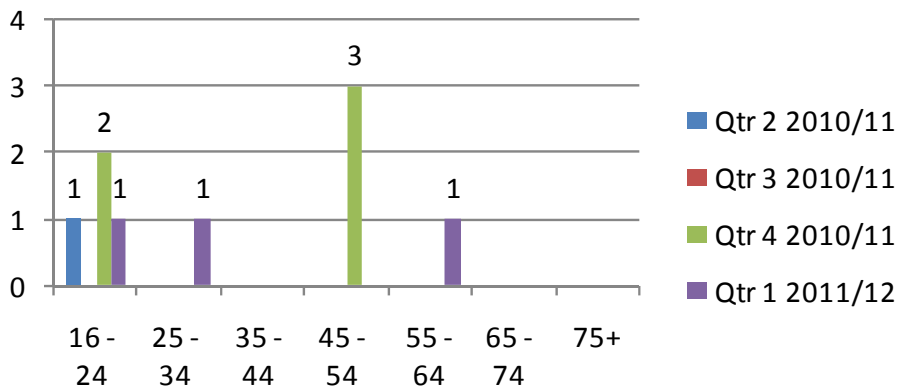


### Court Order by Age

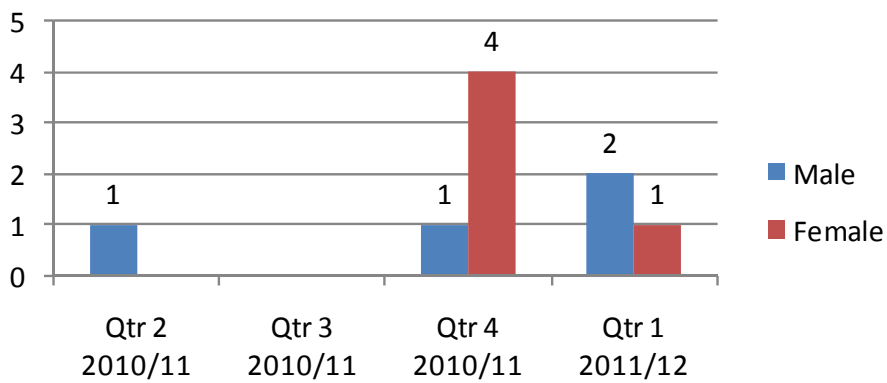




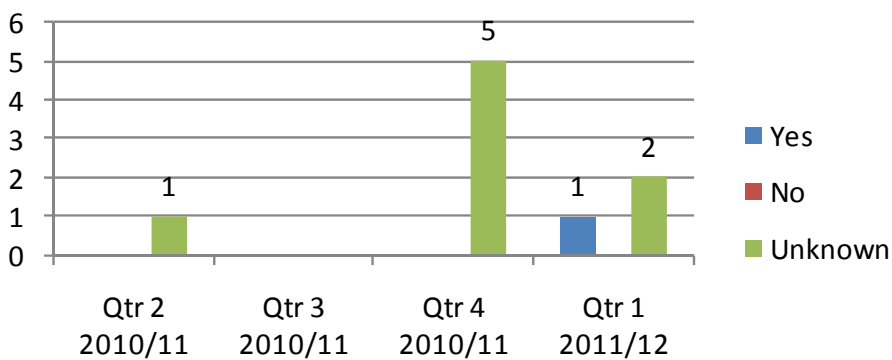
### Eviction Request by Age

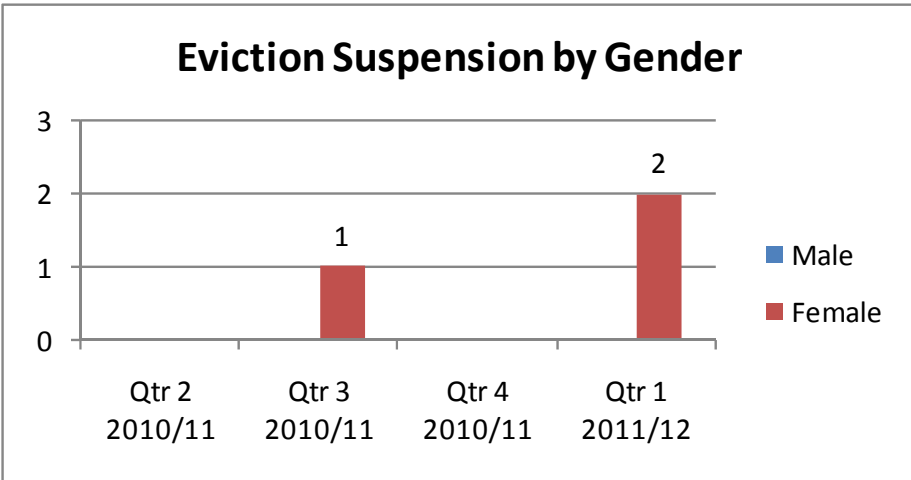
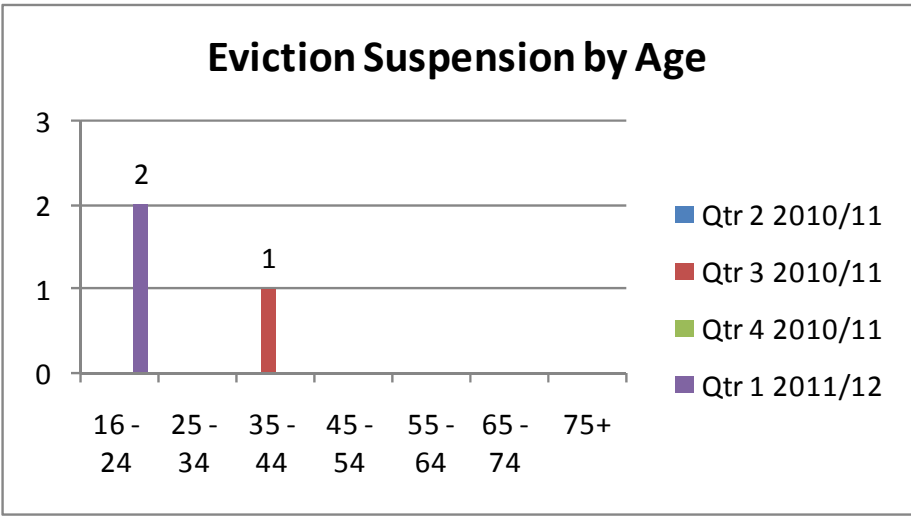
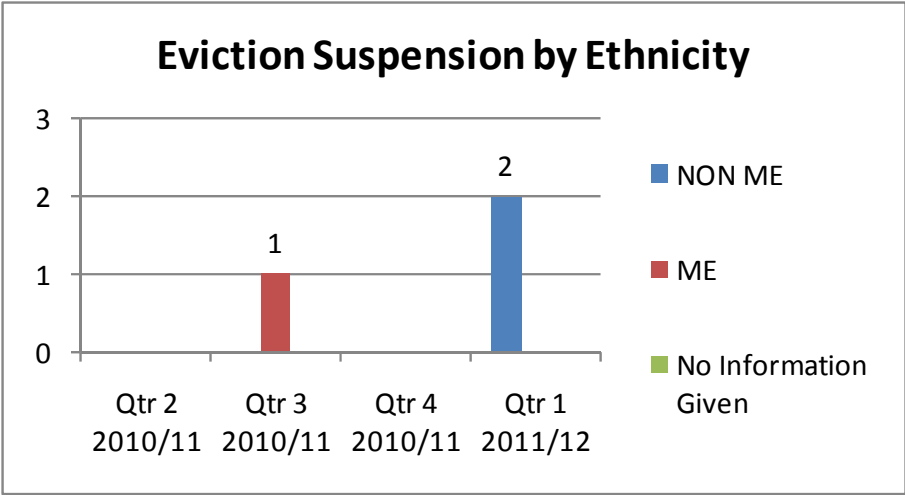


### Eviction Request by Gender



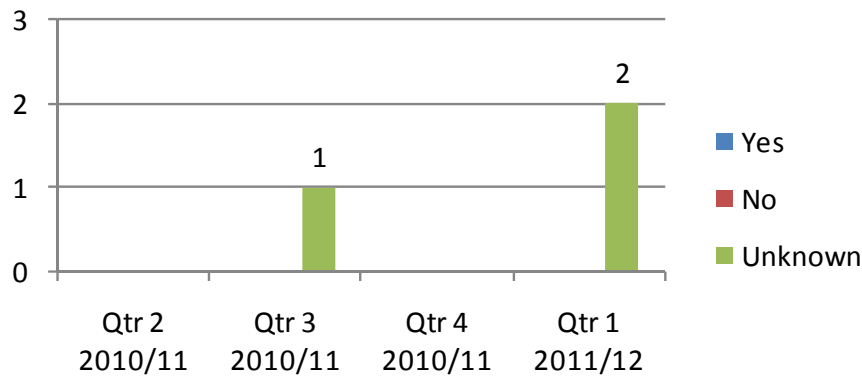
### Eviction Request by Disability



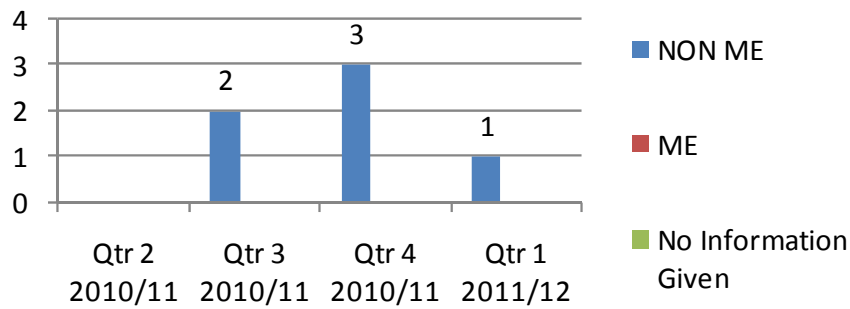




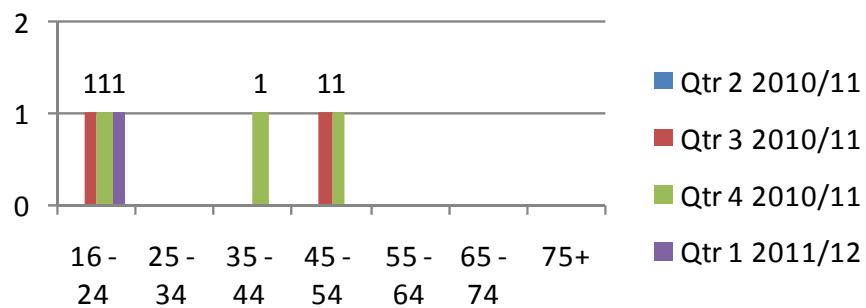
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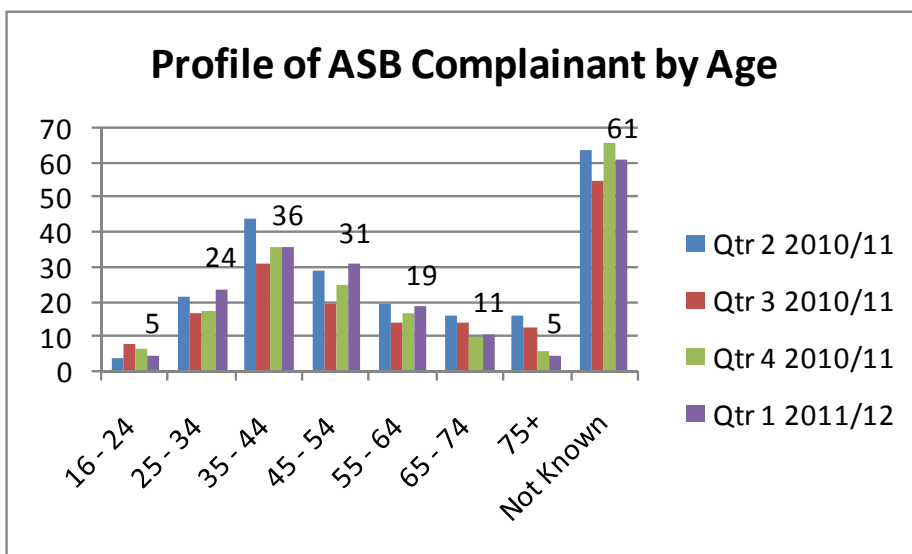
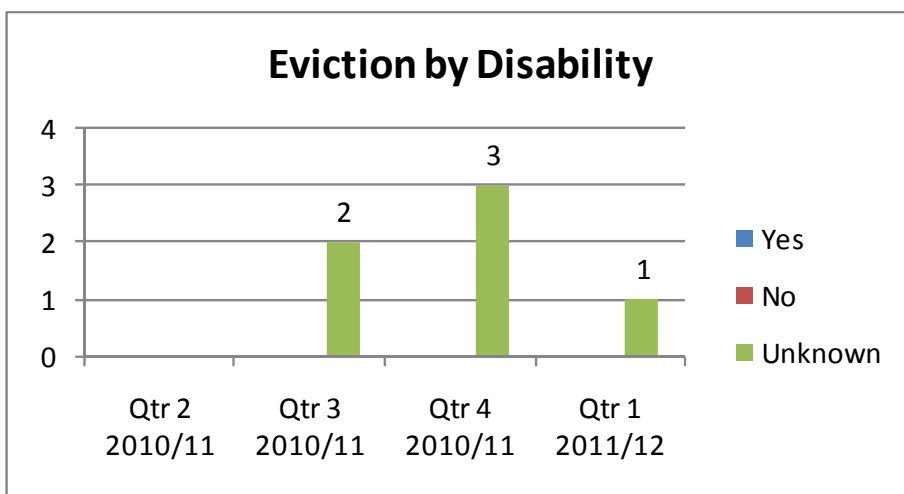
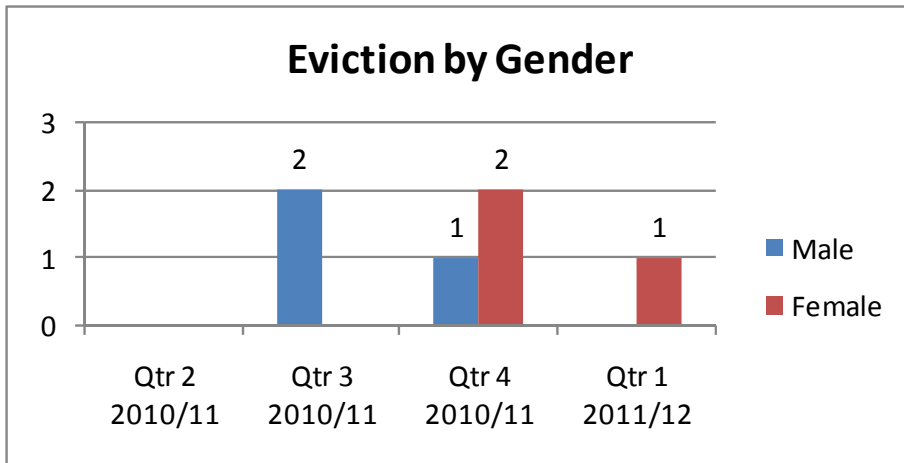


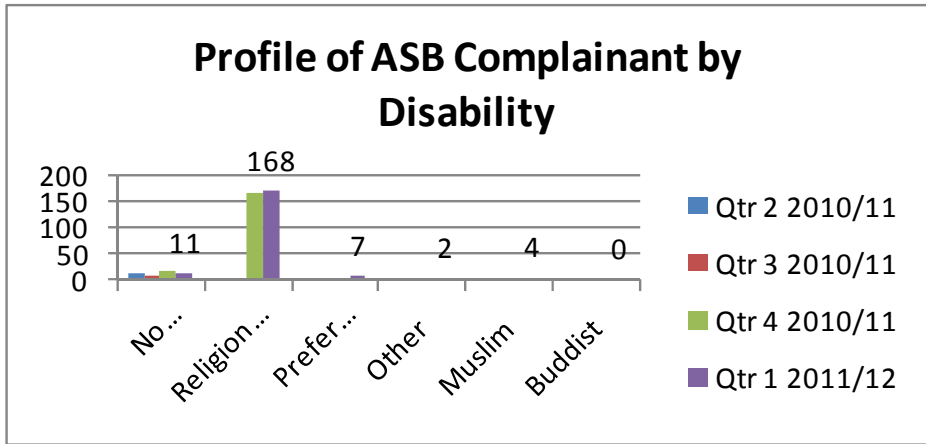
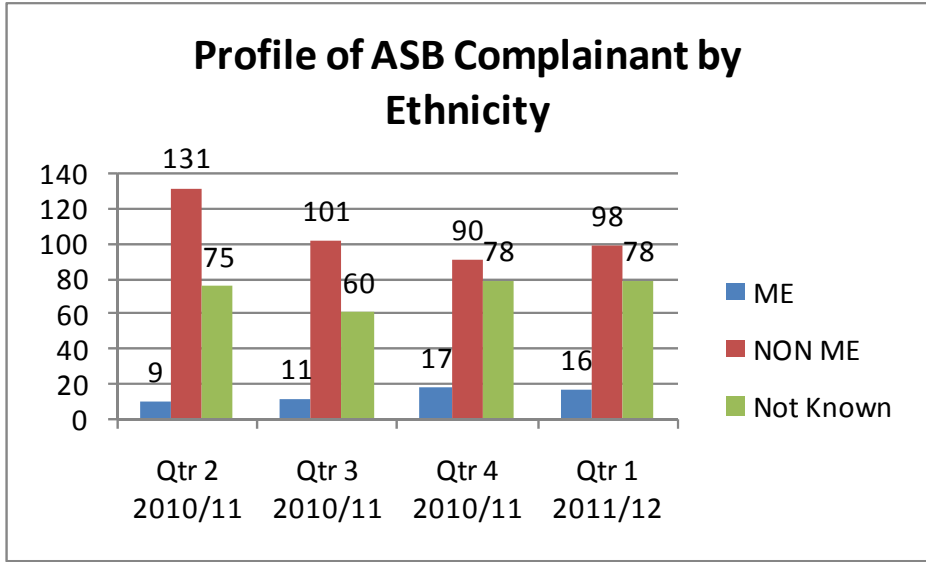
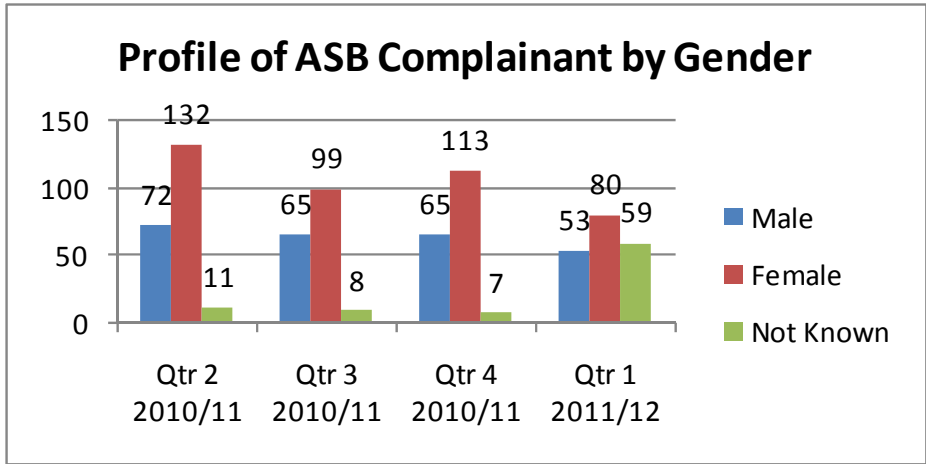
### Eviction by Ethnicity



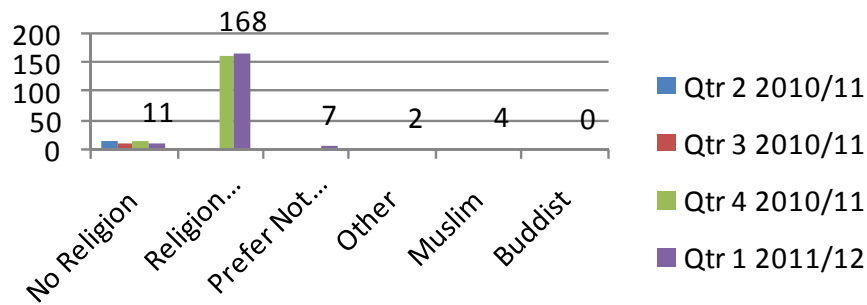
### Eviction by Age



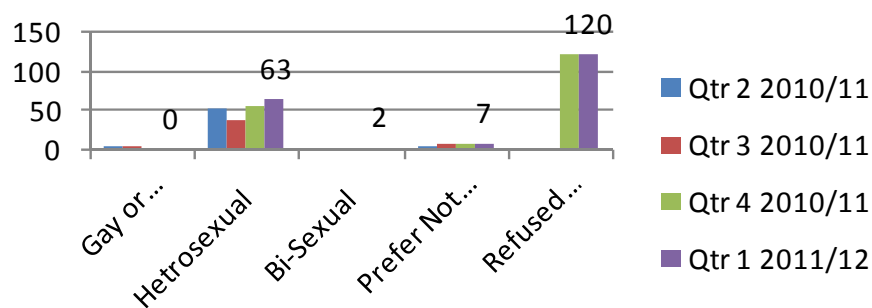




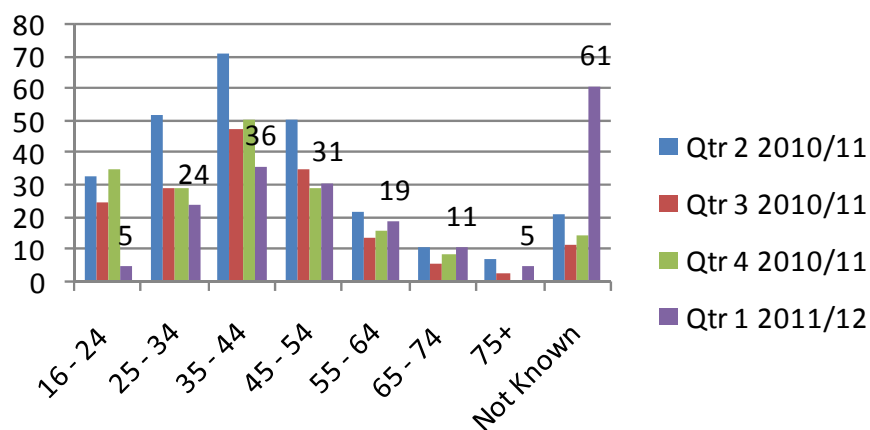
### Profile of ASB Complainant by Religion



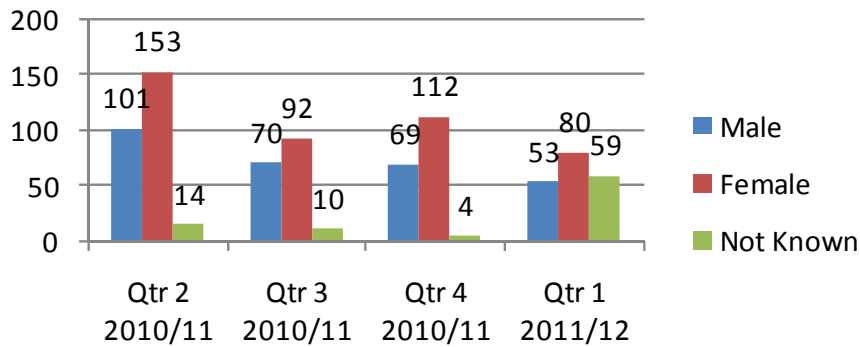
### Profile of ASB Complainant by Sexuality



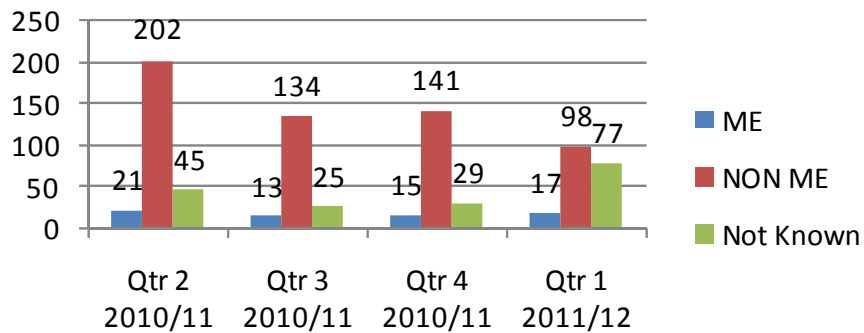
### Profile of ASB Perpetrator by Age



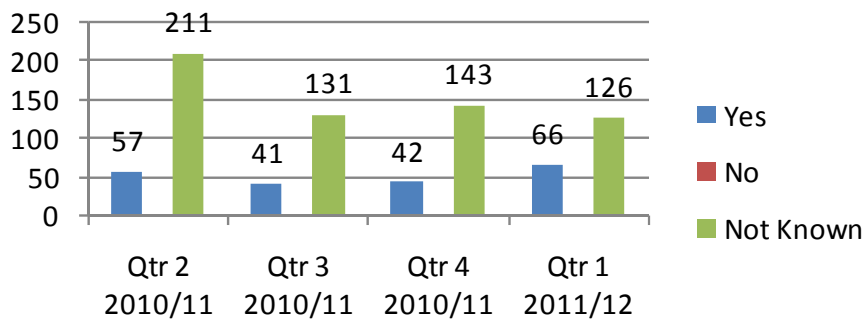
### Profile of ASB Perpetrator by Gender



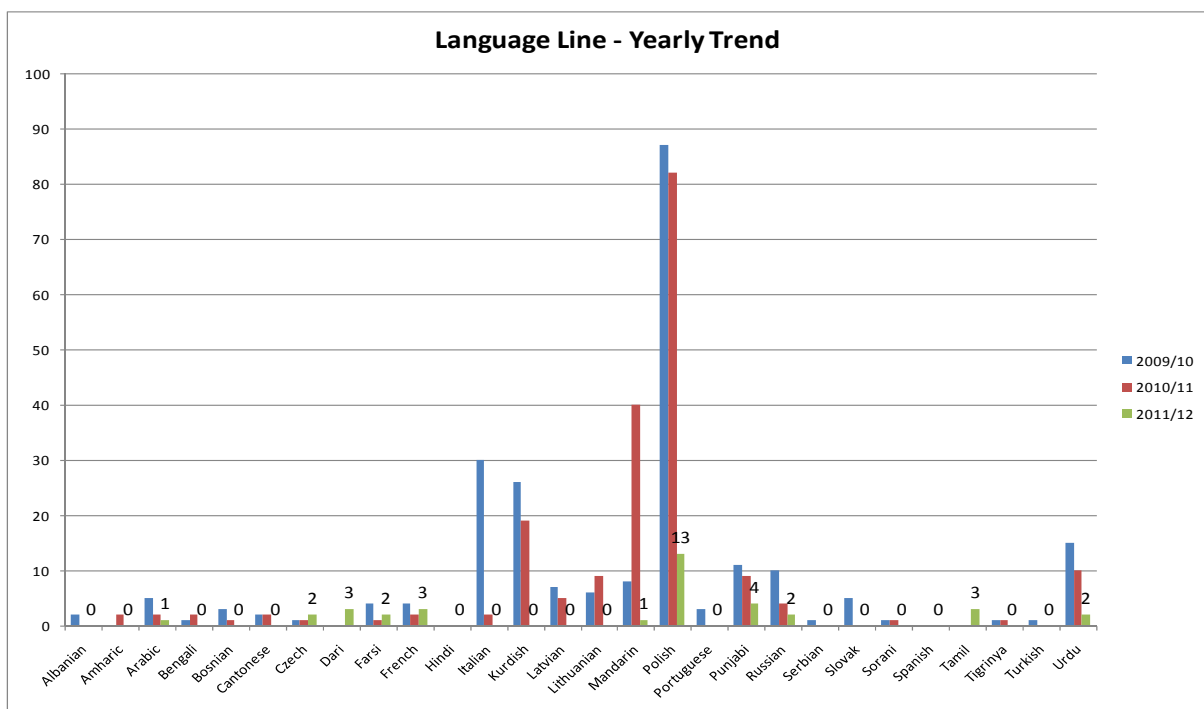
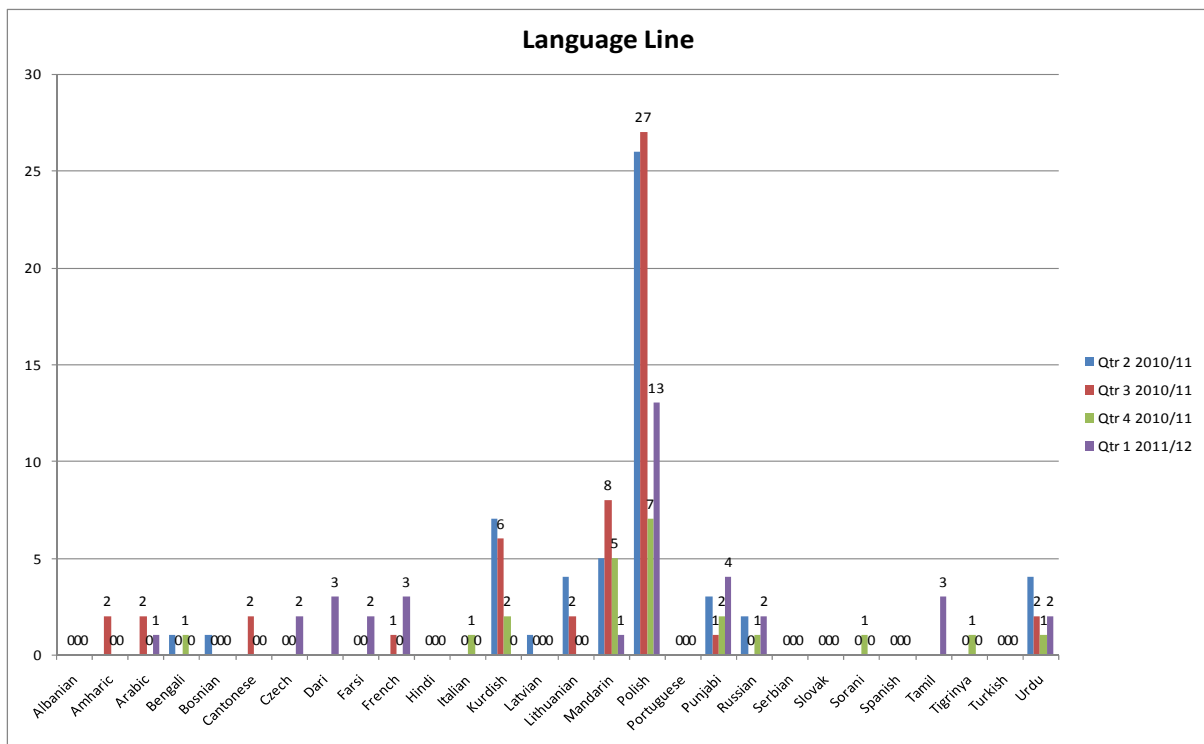
### Profile of ASB Perpetrator by Ethnicity



### Profile of ASB Perpetrator by Disability



## 6. Language Line



## 7. Customer Satisfaction

This information on complaints is provided for your information and will be discussed in the Customer Feedback report.

