

**EQUALITIES MONITORING - NEW TENANCIES, TENANCY TERMINATIONS
AND TENANCY SUSTAINMENT TEAM**

Report of the Director of Housing and Customer Service

1. SUMMARY

- 1.1 This report concentrates on all new tenancies between 1 April 2011 and 31 March 2012.
- 1.2 The information contained in the report relates to new tenancies and not tenants who have transferred from one Derby Homes' property to another.
- 1.3 The report looks at the equality characteristics of new tenants to establish any patterns or areas for further analysis.
- 1.4 The report focuses on the outputs of the Tenancy Sustainment Team, whose role is specifically to support new tenants, and engage with them at the beginning of their tenancy so as to successfully maintain their tenancy.
- 1.5 The report presents information on new tenancies, tenancies which were ended and the Tenancy Sustainment Team customers, in relation to Gender, Disability, Religion, Ethnicity, Sexual Orientation, Age and Marital Status (protected characteristics – Equality Act 2010).

2. RECOMMENDATION

The City Board notes the detail and actions taken to date

3. MATTER FOR CONSIDERATION

- 3.1 This report provides equalities information and statistics for 2011/2012 in relation to new tenancies, tenancies which were ended and the Tenancy Sustainment Team.

3.2 Key Points for Noting

- 3.3 In the financial year 2011/12 there were 1234 new tenancies and 1477 tenancies ended.

Gender

- 3.4 The gender split of new tenancies and tenancies which were ended are very similar, 61% of new tenancies are to female headed households and 59% of tenancies which ended were female headed households.

- 3.5 During this year 64% of tenants who receive support from the Tenancy Sustainment Team are female.

Disability

- 3.6 15% of new tenancies in this financial year were let to people with disabilities. 22% of all tenancies ended in this year were from disabled lead tenants, this is partly due to elderly tenants passing away.

Religion

- 3.7 During 2011/12 religion profile information was recorded against 328 new tenants. This figure is low. Further training has been given to housing staff as to how and where to record this information on the Academy system and an “all about you” form has been created to make collecting this sensitive information easier at sign up.

Ethnicity

- 3.8 24 % of new tenancies were let to minority ethnic tenants whereas 14% of tenancies were ended by minority ethnic tenants.
- 3.9 During this year 37% of tenants who receive support from tenancy sustainment were minority ethnic customers.

Sexual Orientation

- 3.10 We know the sexual orientation profile data for 30% of new tenants. Further training has been provided to the housing office teams regarding the importance of collecting and recording this sensitive data.
- 3.11 We know the sexual orientation of 100% of tenancies which ended in 2011 – 2012.

Age

- 3.12 There are two clear age groups where proportionally more tenancies end. 22% of all tenancies ending are from lead tenants between 25 – 34 years old. One reason for this is tenants needing to move to more suitable accommodation (growing families).
- 3.13 The Tenancy Sustainment Team was established in April 2010 and has supported 707 new tenants since this date.
- 3.14 The team carries out a needs assessment on **all introductory tenants** prior to sign-up. This identifies whether or not there is a high risk of the tenancy failing. If there is, the tenant has to leave our service. The questions range from housing history and circumstances, vulnerability issues, debts, furniture requirements etc. On average the Tenancy Sustainment Team work with around 35% of all new tenants.

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

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
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:

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Background Information: None.

Supporting Information: None.

Equalities Monitoring Report

Quarter 1& Quarter 2 Report

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

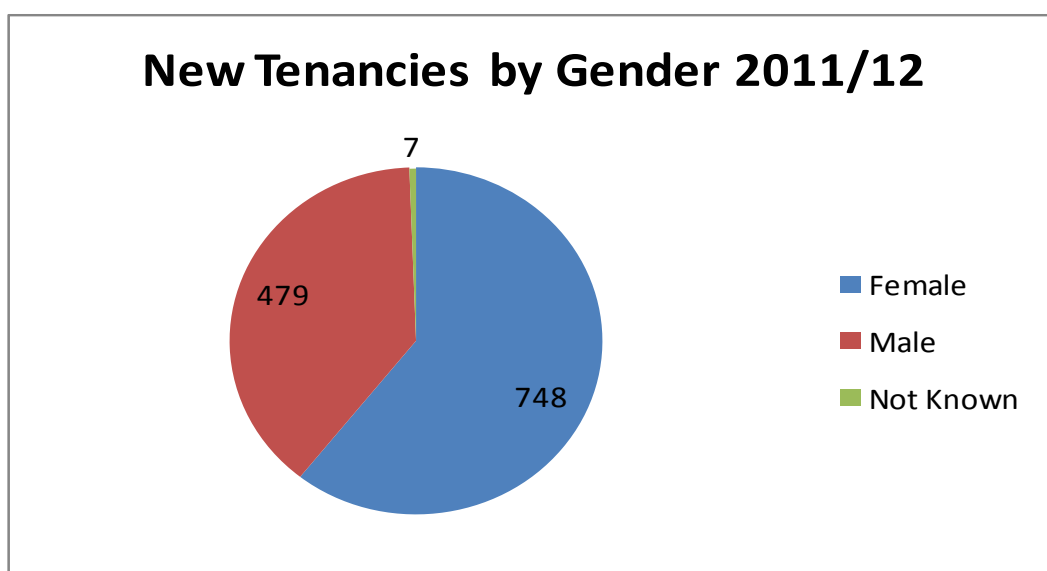
1. Equalities profile of new tenants

This report concentrates on all new tenancies between 1 April.2011 – 31 March2012. The information contained in this report relates to new tenancies and not tenants who have transferred from one Derby Homes property to another.

This report will look at the equality characteristics of new tenants to establish any patterns or areas for further analysis.

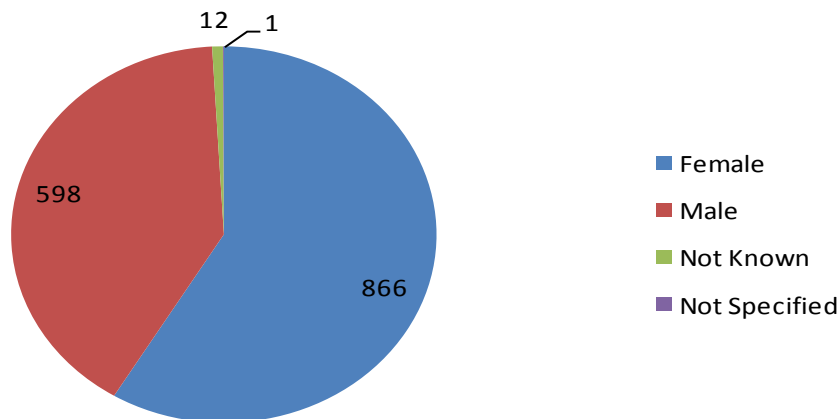
This report will also focus on the outputs of the Tenancy Sustainment team, whose role is specifically to support new tenants, and engage with them at the beginning of their tenancy so as to successfully maintain their tenancy.

Gender



In the financial year 2011 – 2012 there were 1234 new tenancies. 61% of new lettings were to Female headed tenancies and 39% of new letting were to Male headed tenancies.

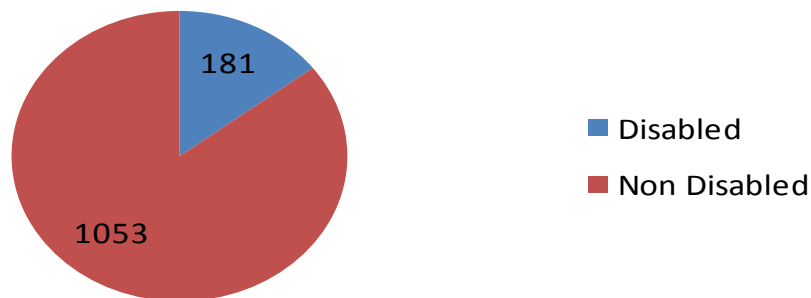
End Tenancies by Gender



During 2011 – 2012 1477 tenancies ended
59% were female headed tenancies, 40% were male headed tenancies and 1% of tenancies ended in this year had no information recorded as to the gender of the lead tenant.

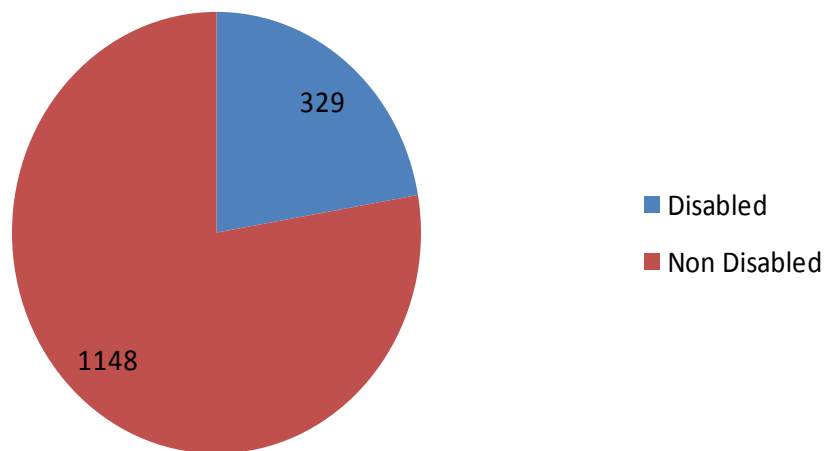
Disability

New Tenancies by Disability 2011/12



15% of new tenancies in this financial year were let to people with disabilities

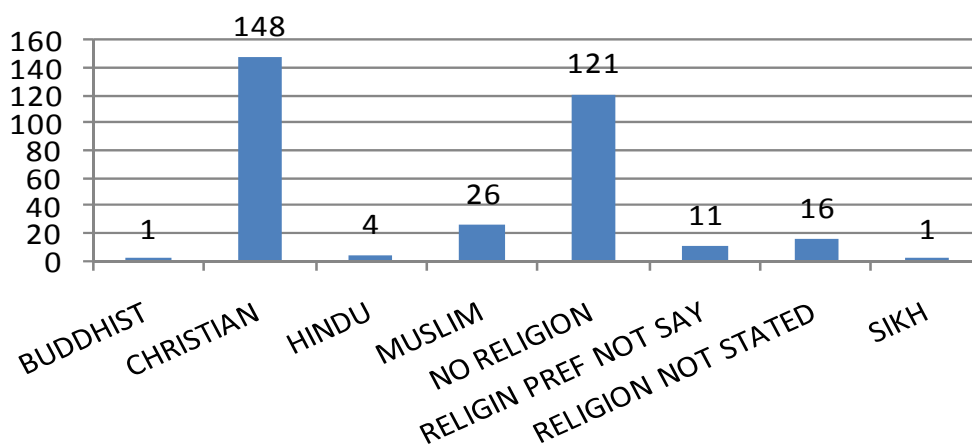
End Tenancies by Disability



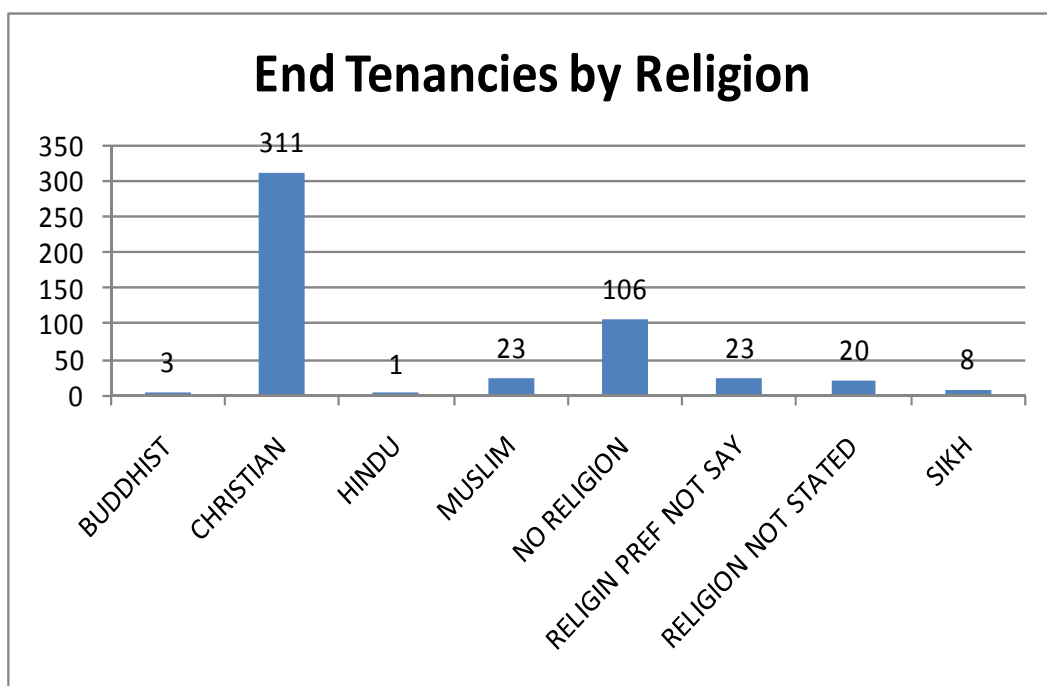
22% of all tenancies ended in this year were from disabled lead tenancies

Religion

New Tenancies by Religion 2011/12



During 2011 – 2012 Religion profile information was recorded against 328 new tenants. This figure is low, further training has been given to housing staff as to how and where to record this information on the Academy system and an “All about you” form has been created to make collecting this sensitive information easier at sign up.



During this financial year 495 tenancies which ended had the lead tenants religion recorded.

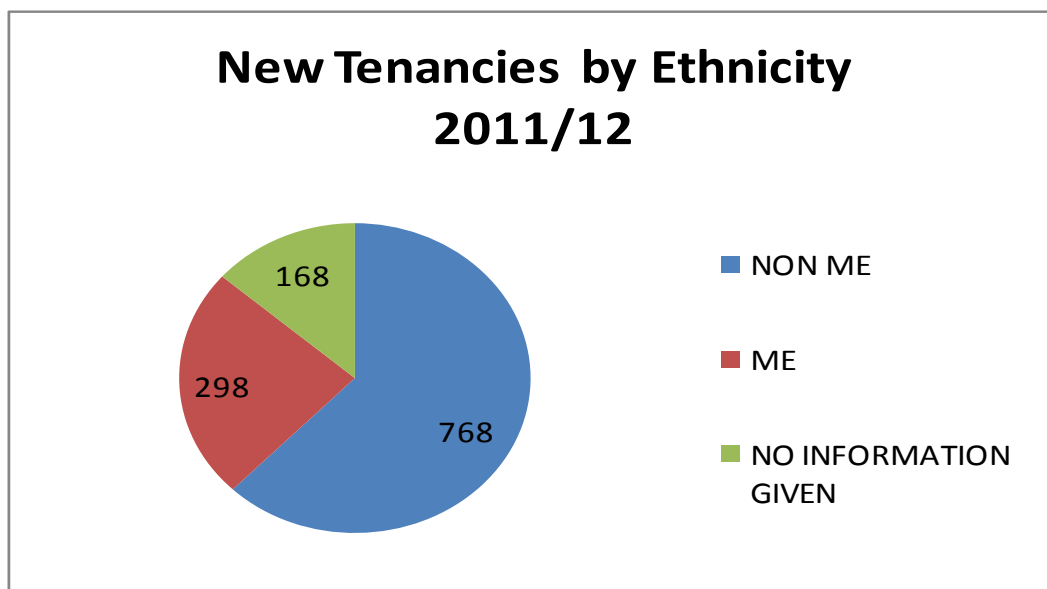
63% were Christian,

30% had no religion recorded or preferred not to say,

5% were Muslim

2% were Buddhist / Hindu or Sikh headed tenancies.

Ethnicity

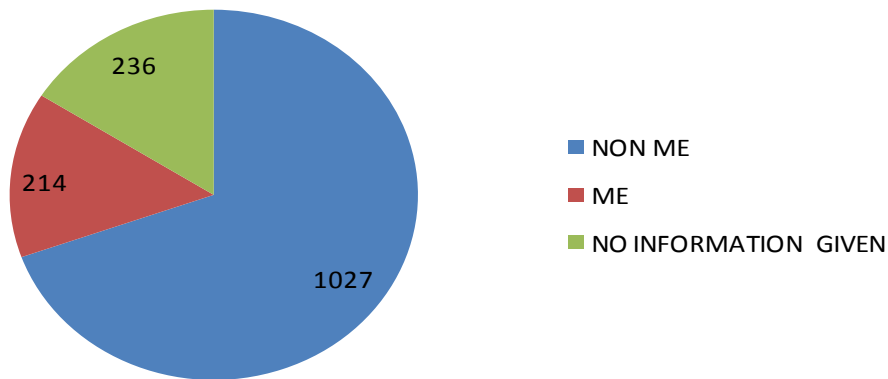


62% of new tenancies were non ME lettings

24% of new tenancies were ME lettings

14% of the lettings made have no information given about the tenants Ethnicity

End Tenancies by Ethnicity



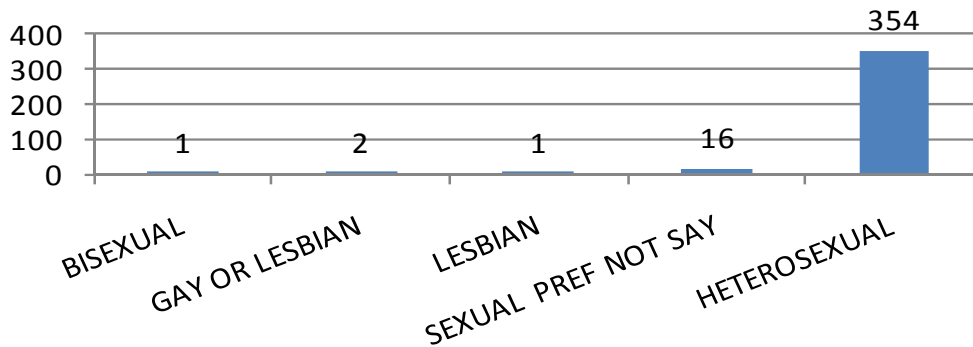
70% of tenancies ended were Non ME

14% of tenancies ended were ME

16% of tenancies ended had no information given in relation to the tenant's ethnicity

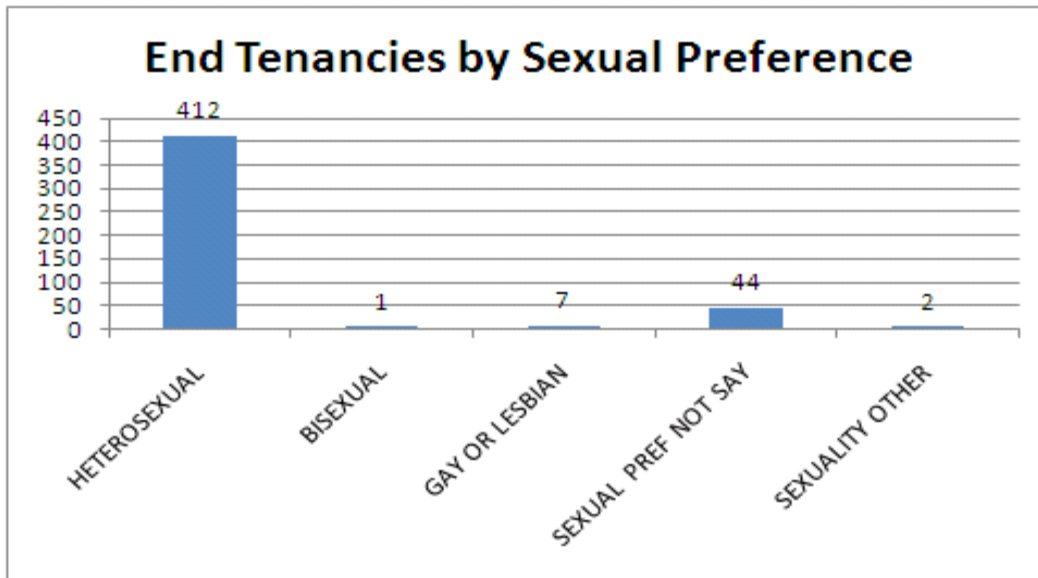
Sexual Orientation

New Tenancies by Sexual Preference 2011/12



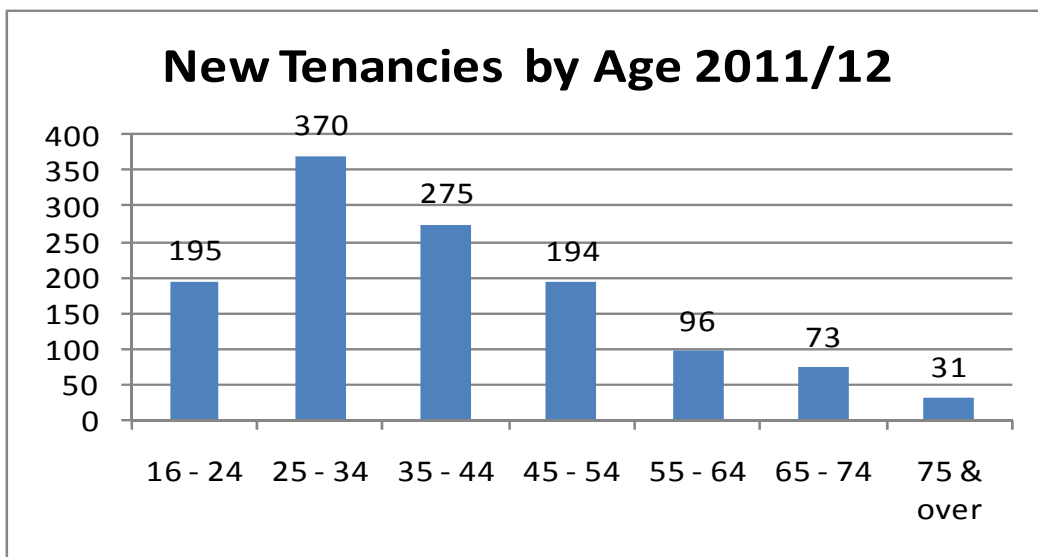
We know the sexual orientation profile data 30% of new tenants

Again this figure is low, further training has been given to housing staff as to how and where to record this information on the Academy system and an "All about you" form has been created to make collecting this sensitive information easier at sign up.

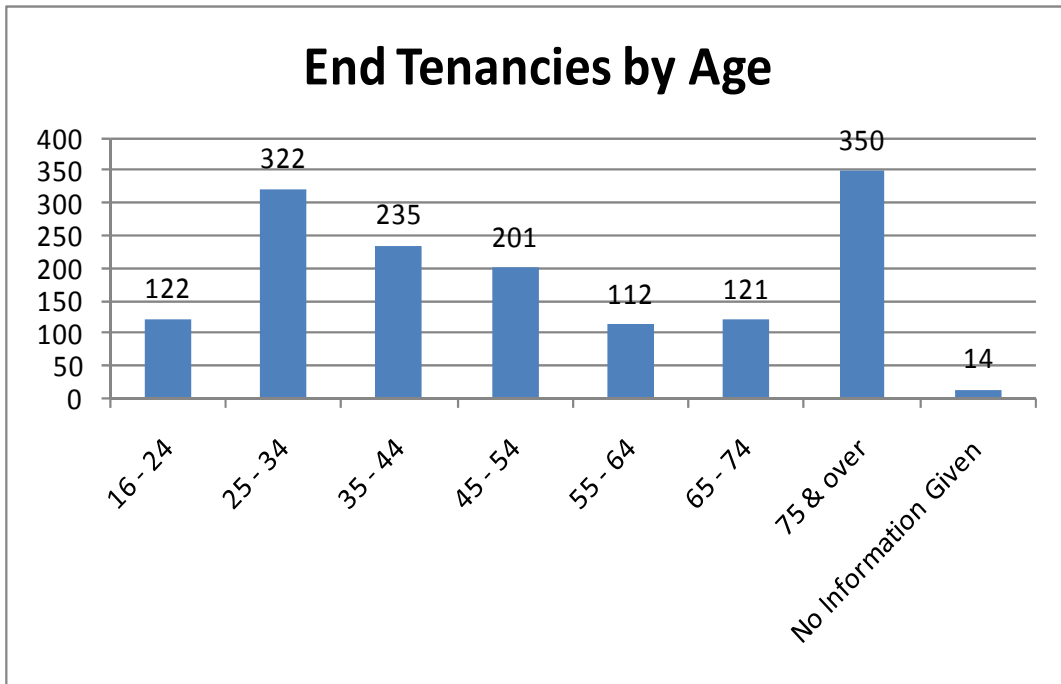


88.5% of tenancies ended were from Heterosexual tenants
 0.20 % of tenancies ended were from Bisexual tenants
 1.5% of tenancies ended were from Lesbian or gay tenants
 9.4% of tenants preferred not to disclose information about their sexuality.
 0.4% of tenants recorded their sexuality as 'Other'

Age



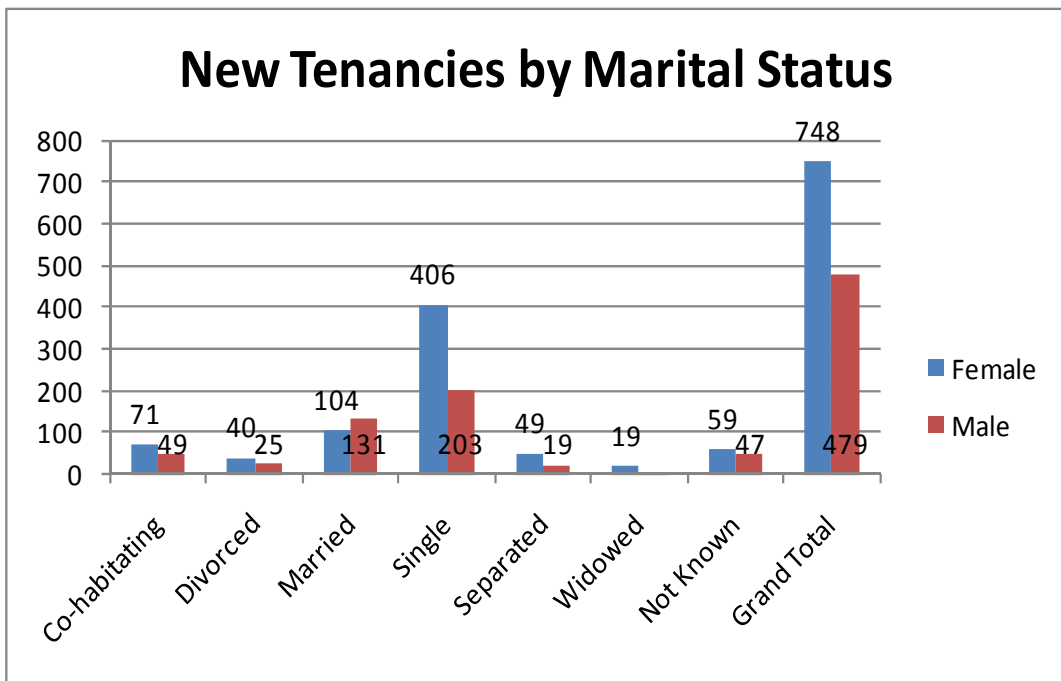
This is comparable with the ages of people on the housing register.

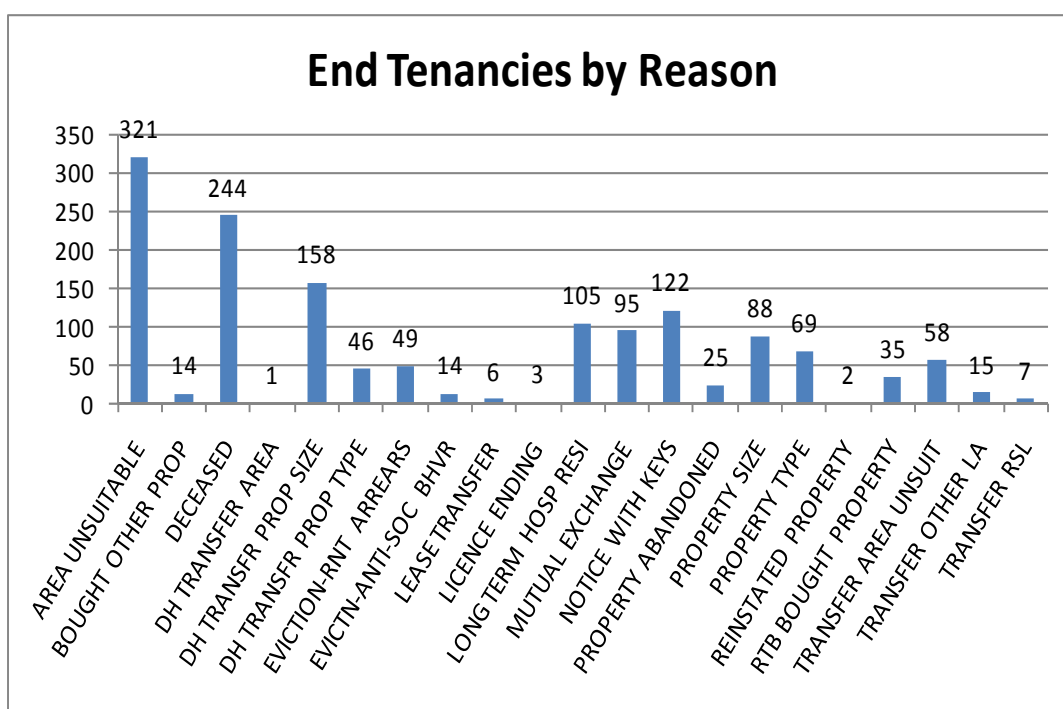
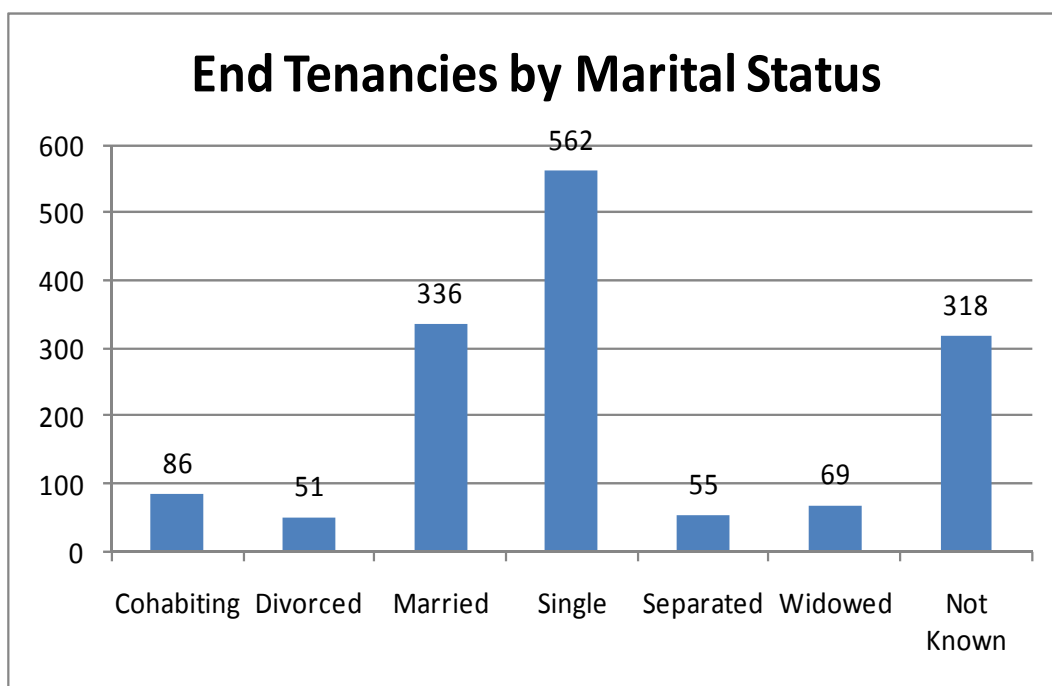


There are 2 clear age groups where proportionally more tenancies end 22% of all tenancies ending are from lead tenants between 25 – 34 years old, this may be to move to more suitable accommodation (growing families)

24% of all tenancies ending were from the 75+ age group.

Marital Status





The top 3 reasons given for ending tenancies during 2011 – 2012 are
 21% = Area unsuitable
 17% = Deceased
 11% = Derby Homes Transfer due to property size

The Tenancy Sustainment

Research has shown that more tenancies are likely to fail in the first year than at any other stage of the tenancy. This is usually due to; falling into rent arrears, causing anti-social behaviour or not having the necessary skills to manage a tenancy. Due to this, Derby Homes launched the Tenancy sustainment service in April 2010 which is aimed at helping new tenants to set up and then sustain their tenancies. The service lasts for the duration of the introductory tenancy period, which is usually 12 months.

The tenancy sustainment team was established in April 2010 team and has supported 707 new tenants since this date.

The team carries out a needs assessment on **all introductory tenants** prior to sign-up. This identifies whether or not there is a high risk of the tenancy failing, if there is the tenant has to have our service. The questions range from housing history & circumstances, vulnerability issues, debts, furniture requirements etc. On average the Tenancy Sustainment team work with around 35% of all new tenants.

The team is made up of 6 Sustainment officers who provide an intensive housing management service to new introductory tenants that have been assessed as needing the service. They offer help with:

- Understanding tenancy conditions
- Sorting out Housing benefit claims
- Setting up utilities
- Obtaining furniture
- Resolving repair issues
- Debt and Budgeting advice
- Completing social fund applications
- Accessing financial services
- Maximising income
- Contacting other support agencies on behalf of the tenant

Outputs/Outcomes (financial year 2001 – 2012)

- Number of tenants signed up to the service = 267
- Gender: female 64% and male 36%
- Ethnicity: White British 63% and BME 37%
- Area breakdown:
 - Sussex circus & Brook st - White British 84% and BME 16%
 - Allenton & Alvaston - White British 66% and BME 34%
 - Osmaston, Sinfin & Chellaston - White British 53% and BME 47%
 - Stockbrook st, Mackworth & Littleover - White British 49% and BME 51%
- Number of tenancies made secure = 255 (94% of service-users that were signed up in 2010-11 – this does not include service-users who gave notice)
- Number of tenancies extended = 25
- Number of anti social behaviour cases opened = 18

- Number of anti social behaviour cases closed = 9
- Number of 'Notices of Possession Proceedings' served = 9
- Number of evictions carried out = 4.
- Customer satisfaction levels – 100%
- Number of Abandoned properties - 0

A High percentage (98-99%) of tenants the Tenancy sustainment team work with are in receipt of welfare benefit & Housing benefit and are likely to be affected by the Welfare reform changes.

The tenancy Sustainment team are currently working with the Welfare Reform project team to assess how best they can jointly support customers through these changes.