

EQUALITIES MONITORING REPORT – 2019 /2020

Report of the Head of Governance and Corporate Services

1. SUMMARY

- 1.1 This Equalities report presents a demographic picture of Derby City and equalities performance information as at April 2020.
- 1.2 The report sets out the demographic position in Derby, the East Midlands and England in section one. Sections two-six focus on customer data. Section two focuses on Derby Homes' household population. Section three covers eviction. Section four of the report details Universal Credit cases. Anti-Social Behaviour statistics are detailed in section five and Language translations detailed in Section six.
- 1.3 Our workforce profile is detailed at section seven.

2. RECOMMENDATION(S)

- 2.1 To note and discuss the content of the report.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is able to monitor performance and request additional information where areas of concern / interest arise.

To receive further reports on trends, opportunities and challenges including but not limited to points raised in this report.

4. MATTER(S) FOR CONSIDERATION

- 4.1 This report provides equalities information for all occupants up to April 2020.
- 4.2 Appendix 1, Section 1 provides some detailed information from the 2011 Census. This data allows us to look at the demographics in terms of ethnicity, religion and marital status.

It also contains the revised population projections on age for 2025 – 2043, which were published in June 2018 by the Office of National Statistics.
- 4.3 Section 2 provides demographic information taken from data held by Derby Homes, relating to all occupant's data we have been provided with.

- 4.3 The breakdown by ethnicity shows us that almost 56.9% of occupants are 'White British'; this is considerably lower than the 75% of 'White British' population of Derby. There is a corresponding increase in the number of 'White Other', which has increased to 6.47% and is now the highest minority ethnic group amongst our tenants. 18.9% of occupants have preferred not to say their ethnic group.
- 4.4 Derby Homes holds 100% data on the gender profile of our lead tenants. At April 2020 females make up 54% of lead tenants and 46% male lead tenants.
- 4.5 We hold 99.42% data on age profile of occupants. 24.7% of the total number of tenants are aged 55 and over and is comparable to Derby's estimated census figure of 27%.
- 4.6 We have also made it possible for customers to update their own equality information through 'My Account' on the website. Although it is requirement to collect this data many tenants are still reluctant to provide it.
- 4.7 The reports drawn from the data we hold on disability is telling us that 10.1% of households contain people with a disability. 13% of tenants over the age of 16 have told us they have a disability.
- 4.8 Section 3 of the report looks at the arrears/income management service. The data looks only at evictions, during 2019 / 2020 23 evictions were carried out as a result of rent arrears compared to 29 the previous year.
- 4.9 This year we saw arise in the percentage of tenants evicted for rent arrears from an ethnic minority group, from 19% in 2018/2029 to 35% in 2019/2020. However, it should be noted that the difference in percentage is due to the decrease in the total number of tenants evicted and not to an increase in the number of ME tenants evicted.
- 4.10 The gender split of tenants evicted is not unrepresentative of the makeup of our occupants.
- 4.11 When we look at the profile of evictions by age though it does tell us that younger occupants clearly find it more difficult to sustain their tenancy by maintaining regular rent payments than older occupants with 65% of evictions are for lead tenants who are under the age of 44.
- 4.12 Analysis into the reasons why a high percentage of evictions are for occupants under the age of 44 hasn't shown any real trends. It is perceived that people under the age of 44 have less stable environments and are more likely to have changing circumstances. Not co-operating with payment agreements or not communicating with the Income Team is more likely to result in an eviction.
- 4.13 The Income Team are working more closely with the Homelessness team to work together to reduce the number of evictions necessary, with evictions for tenants under the age of 44 reducing from 77% in 2018 /2019 to 65%.
- 4.14 Section 4 related to Universal Credit claims, since February 2019 families with more than 2 children are now eligible to apply for Universal Credit, following a change in their circumstances. This meant that a rise in people claiming

Universal Credit, particularly as a result of the pandemic. This data will be evident in next year's report.

- 4.15 Section 5 looks at the Anti-social Behaviour. During 2019 /20 there were 986 complaints of ASB. The gender split was similar for both complainants and perpetrators (49% of complainants were female / 56% of perpetrators were female).
- 4.16 In 174 cases we did not have the gender breakdown information it is not always possible to collect data from non-Derby Homes' customers.
- 4.17 The number of people who reported anti-social behaviour was higher amongst the 25 – 54 years age band during 2019/20. In 187 cases we did have age recorded.
- 4.18 We hold ethnicity information on 73% of complainants and 80% on perpetrators. 9% of complainants and perpetrators prefer not to say.
- 4.19 The ASB team tries to resolve as many cases as possible as quickly as we can by the use of informal methods. Examples of these methods include visits to explain the problem, often carried out jointly with the Police, verbal warnings, written warnings, mediation and referrals to other agencies for support. In most cases this is all that is necessary. In a few cases though, we do have to take more formal action. Of the 986 ASB cases only 70 required formal interventions, of which only 3 resulted in an eviction.
- 4.20 Section six provides information about language translations. There were 345 calls to our translation provider between August 2019 – March 2020. The top three most frequently requested language to be translated are Arabic, Kurdish Sorani and Slovak. During this period 27 face to face interpretation meetings were also carried out.
- 4.21 Finally, Section 7 looks at the workforce profile and covers employees who were in post on 01 January 2020. The key messages within this section are that of the top 5% earners in Derby Homes 34% are female and 66% male. 9% are from a minority ethnic group and 9% of the workforce have told us they have a disability.
- 4.22 We already know from our Gender Pay Gap analysis that over overall hourly rate of pay for women is 8% lower than men. This is due to our in-house trade's teams where the workforce is predominantly male and the rate of pay for trades is higher than it is for many housing management and customer service roles where there are a majority of female employees.
- 4.23 We are working to increase the 45% of data provided by employees in relation to religious beliefs.

5. OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

IMPLICATIONS

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

For more information please contact:

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Background information: None

List of appendices Appendix 1 Customer Equalities Report 2019-20

This report has been approved by the following

Managing Director	Maria Murphy	22/10/2020
Head of Finance and Income	Michael Kirk	23/10/2020
Company Solicitor	Taran Lalria	23/10/2020
Head of Housing Management	Lorraine Testro	