

## **EQUALITIES PERFORMANCE MONITORING INFORMATION YEAR END**

Report of the Director of Housing and Customer Service

### **1. SUMMARY**

- 1.1 This report provides detail of Equalities monitoring during 2011/2012. A full copy of this report can be viewed on Derby Homes' CMIS.
- 1.2 Historically, this report looked at all various service areas each quarter. However, there was very little change and the report did not differ significantly from quarter to quarter. The decision was taken to focus on service areas throughout 2011 and present an end of year Equalities report which looked at performance over the year along with the demographic picture of Derby City.
- 1.3 The Equalities monitoring report presents information on particular service areas, in relation to Race and Ethnicity, Gender, Age, Disability.

### **2. RECOMMENDATION**

The 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 various service areas. This information is broken down by quarters.

#### **Key points for noting**

- 3.2 **Disability**  
In 2011/2012 it is evident that there was an increase in the number of lead tenants with mental health problems or who consider themselves elderly and frail. Currently 30% of all lead tenants consider themselves disabled.
- 3.3 **Ethnicity**  
During 2011/2012 we can see an increase of ME lead tenants of 0.5 % equating to 130 tenancies.
- 3.3.1 Translation requests have come from a wide selection of languages; Dari, Farsi and Latvian translation request have seen increases in 2011/2012. Polish is still the most requested language translation; however there is a significant reduction from 2010/11.

### 3.4 Sexual Orientation, Religion and Faith

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 information questions to collect information on all equality strands for our customers.

### 3.5 Lettings / Allocations

Applicants can make up to three bids on advertised properties each week. Auto bidding occurs when the most vulnerable applicants on the register have automatic bids placed for them by the HomeFinder system. These bids will be automatically placed by the system where the property fits the circumstances and needs of the applicant. Auto bidding has changed from April 2011 to enable filters by area choice and ground floor only.

### 3.6 ASB

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.

#### 3.6.1 On analysis of the ASB information included in the reports it is evident that there is an issue with reporting data; this will be corrected in Quarter 1 2012.

### 3.7 Arrears

More referrals were made to Money Advice in 2011/2012. The Arrears Manager reports this is due to:

- Improved recording of Money Advice actions.
- The recession and more people facing hardship requiring Derby Homes to take more action against more tenants
- Welfare benefits changes have started although the main changes will be during 2013/2014.

#### 3.7.1 In 2011 / 2012 more men (23) got evicted than women (19) even though we have more female lead tenants. In general it is single male households which make up the majority of male evictions; often these properties are abandoned prior to eviction.

### 3.8 Mediation

In 2011 Derby Homes developed a new in house mediation service following the end of the contract with the previous mediation service provider. Work has been carried out with Neighbourhood Managers to assess the referrals process which has now been streamlined.

## 4. EQUALITIES IMPACT ASSESSMENT

The following Equality Impact Assessments have been carried out in 20011/2012

- Brook Street Office EIA
- Complaints EIA
- Customer Transport and Expenses EIA
- Disaster Recovery EIA
- Domestic Violence EIA
- Home 2 Work Scheme EIA

- Imari Park Travellers site EIA
- Performance Management Strategy EIA
- Local Offers EIA
- Resident Involvement EIA
- Safeguarding Policy EIA
- Volunteering EIA
- Bright Ideas EIA
- Mediation Service EIA
- New Repairs Team Vans EIA
- Social Enterprise EIA

These are available to view through Derby Homes Website.

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

Consultation  
 Financial and Business Plan  
 Legal and Confidentiality  
 Council  
 Personnel  
 Environmental  
 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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Background Information: None

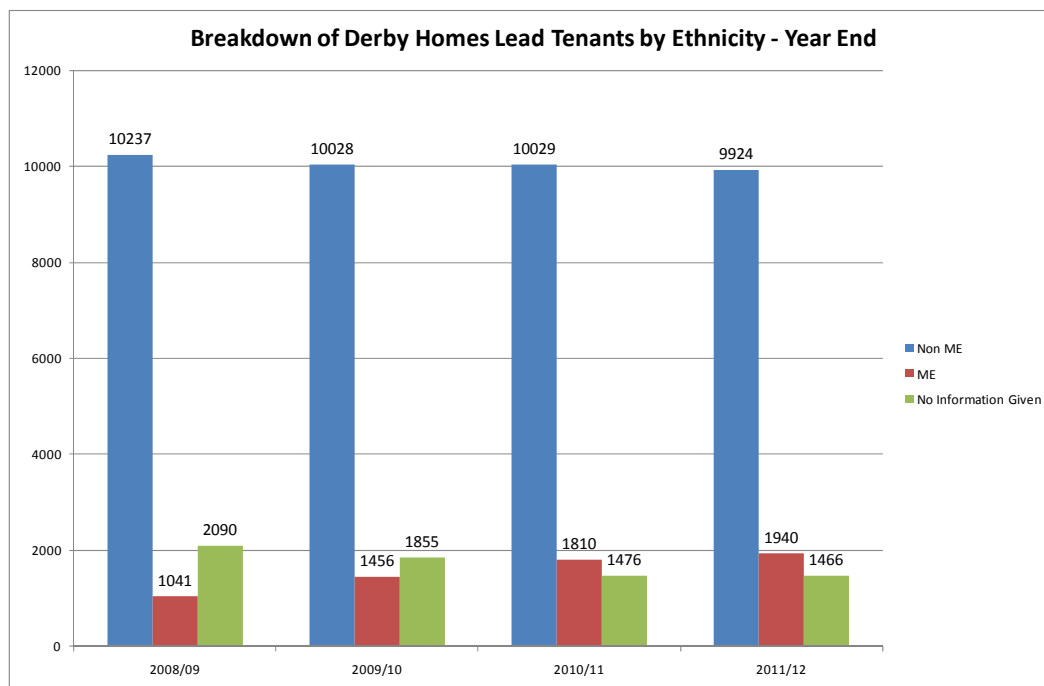
Supporting Information: None

## Equalities Report Year End 2011/12

This report provides detail of equalities monitoring during the 2011 / 2012.

### Demographic Information

As at 31 March 2012 Derby Homes managed 13,330 properties.

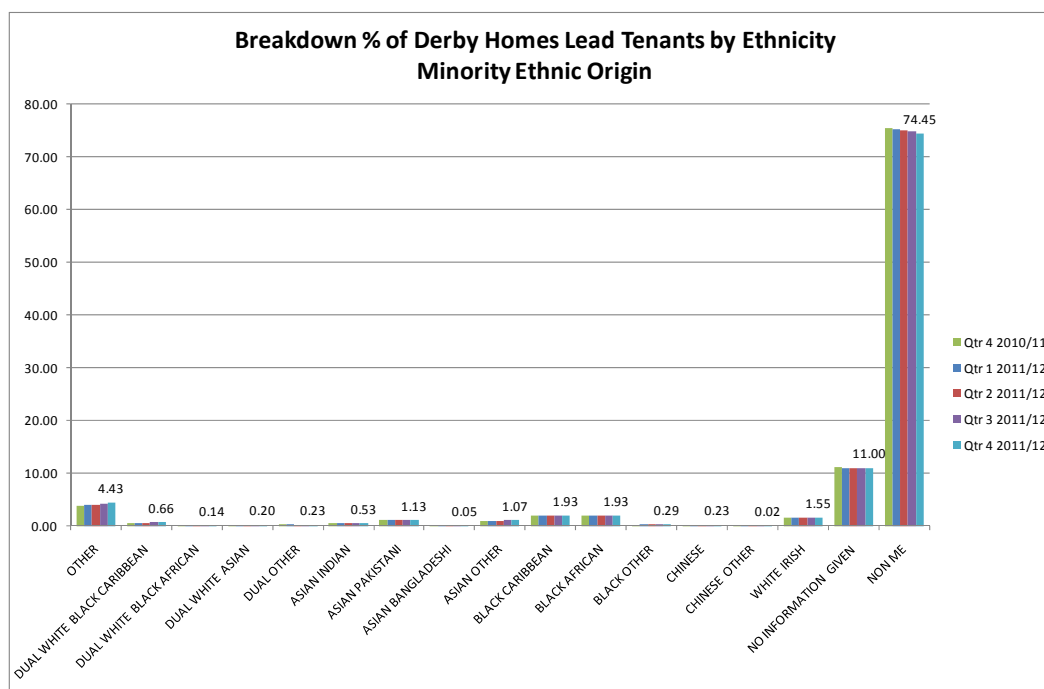


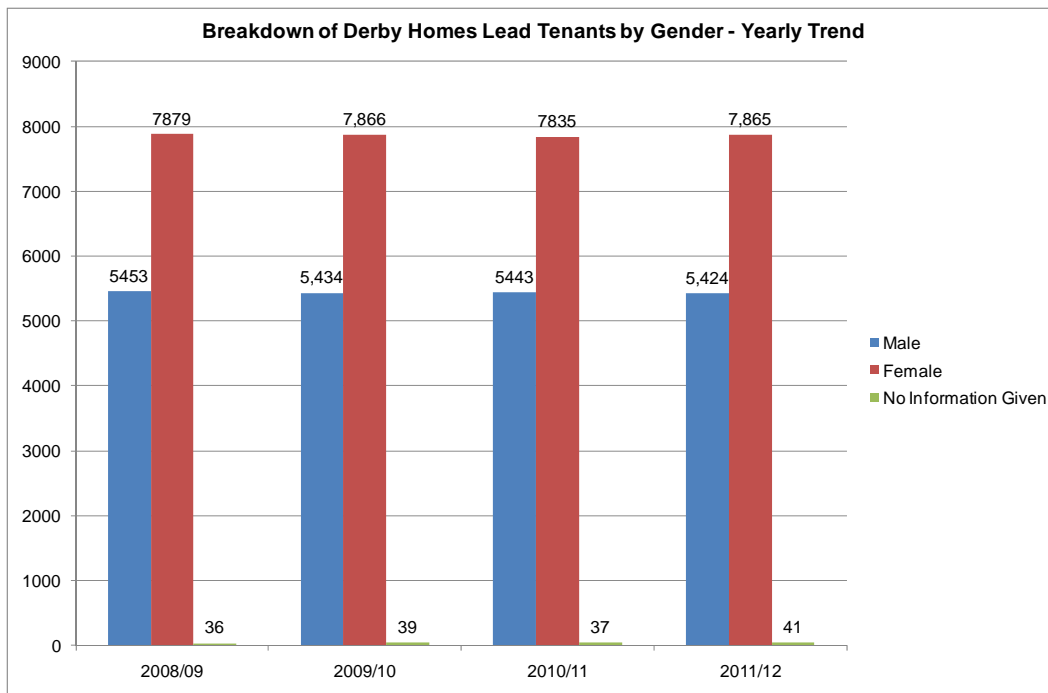
In percentage terms this equates to:

Non M/E = 74%

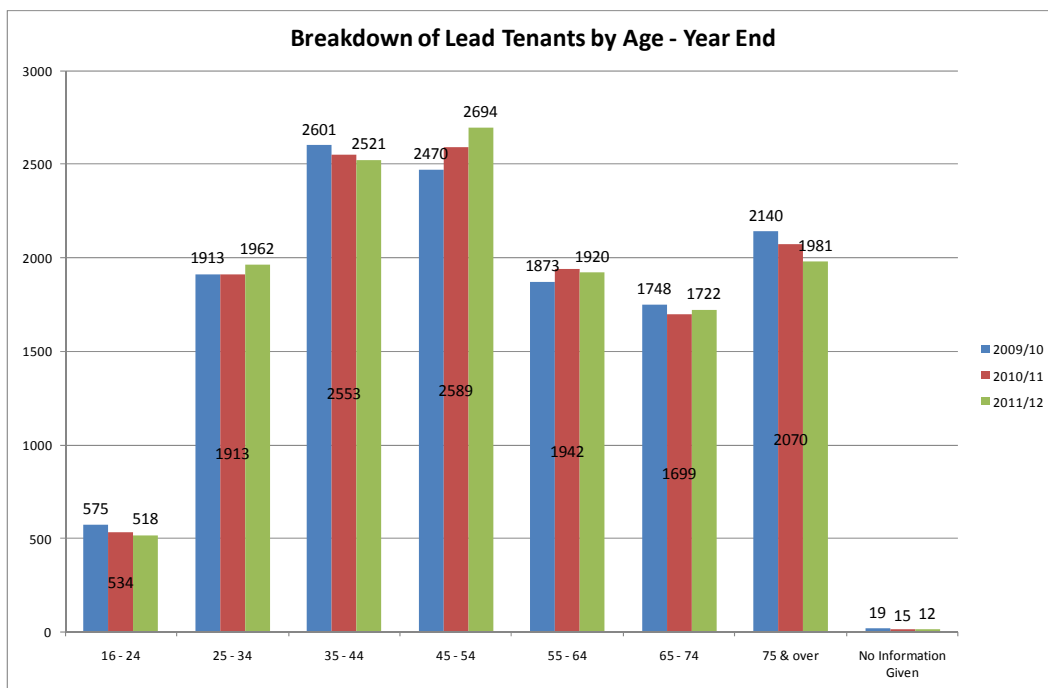
M/E = 15%

NOIG = 11%



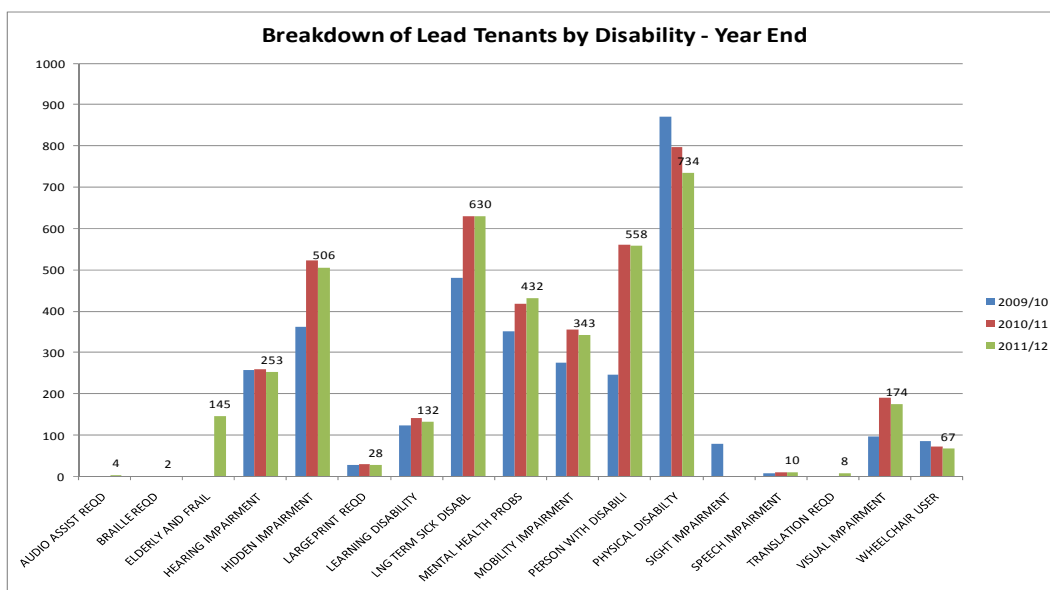


This equates to 59% Women lead tenants and 41 % Men lead tenants

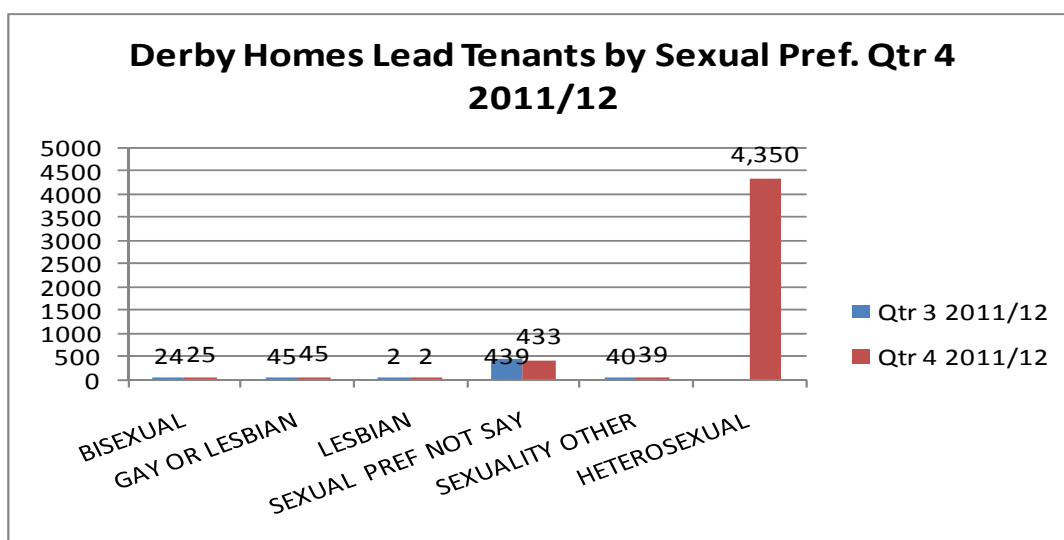
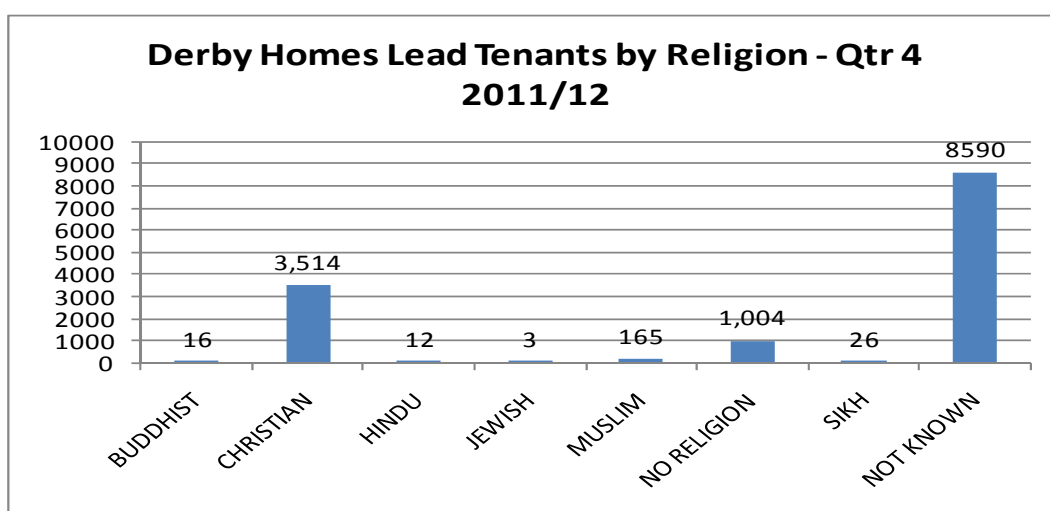


Over the last three years we can see the following trends:

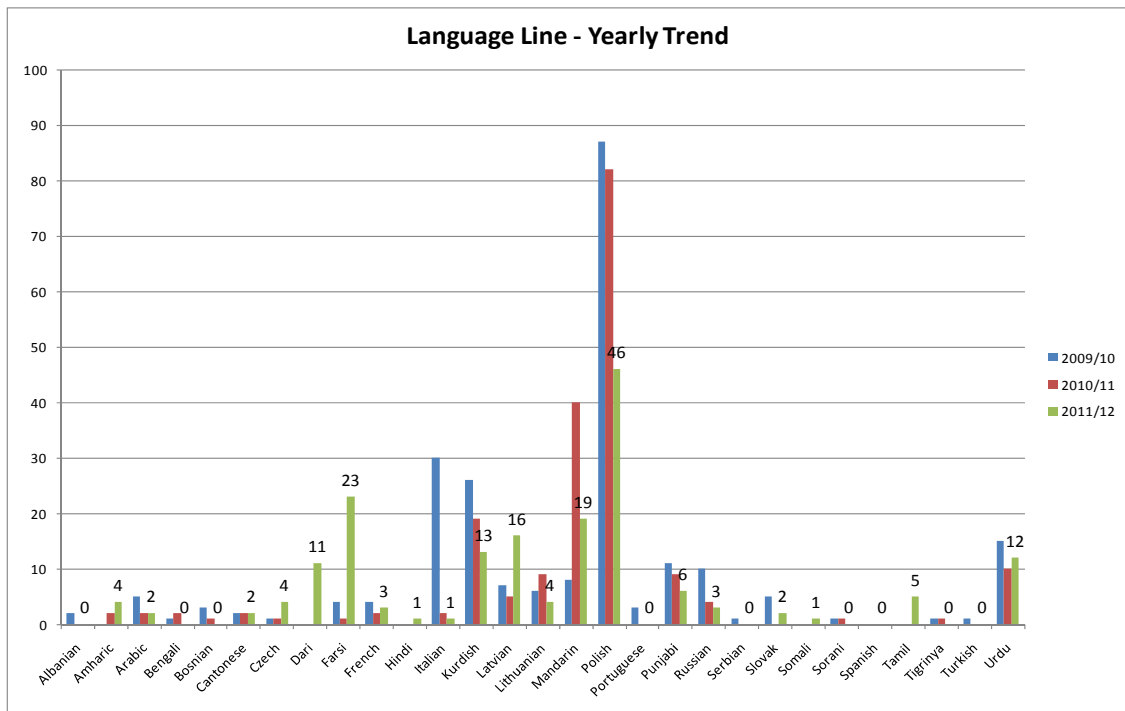
- Increase in lead tenancies to 45 – 54 age group,
- a reduction in tenancies to the 75 + age group.



In 2011/2012 there was an increase in the number of lead tenants with mental health problems or who consider themselves elderly and frail.

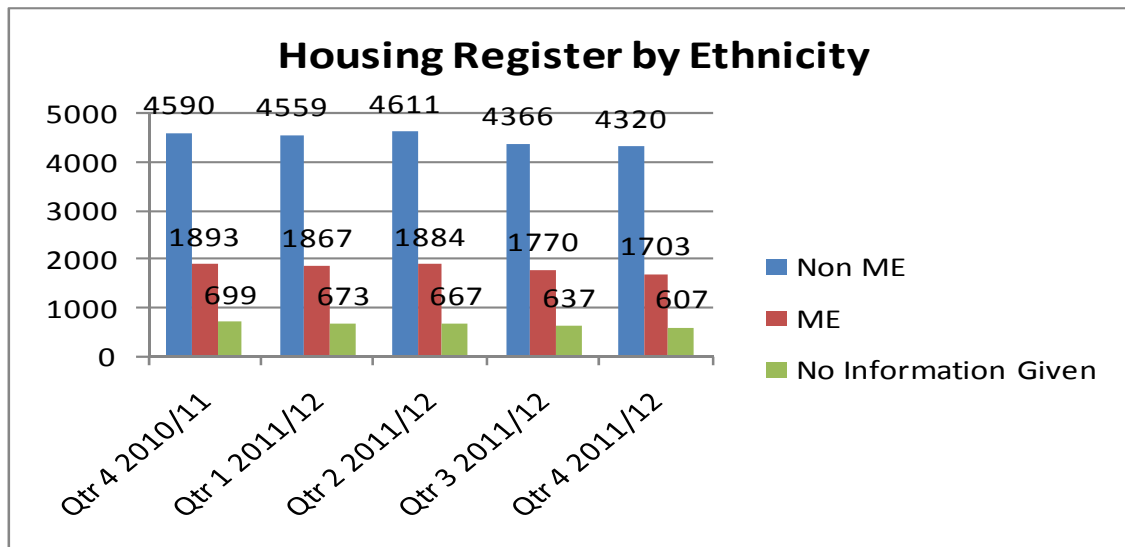


## Service Delivery

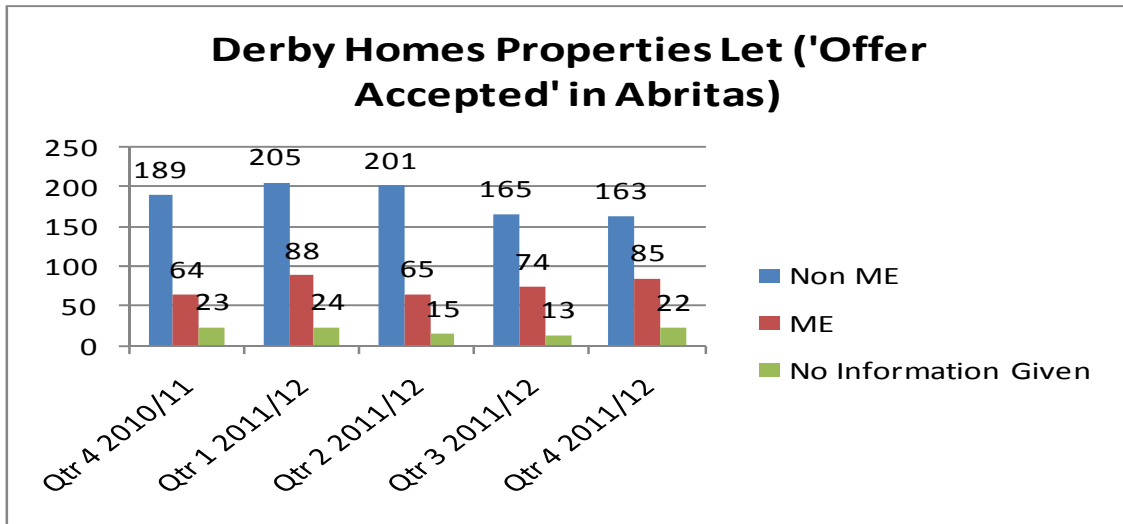


In 2011 – 2012 translation requests have come from a wide selection of languages, Dari, Farsi and Latvian translation request have seen increases in 2011 / 2012. Polish is still the most requested language translation; however there is a significant reduction from 2010/11

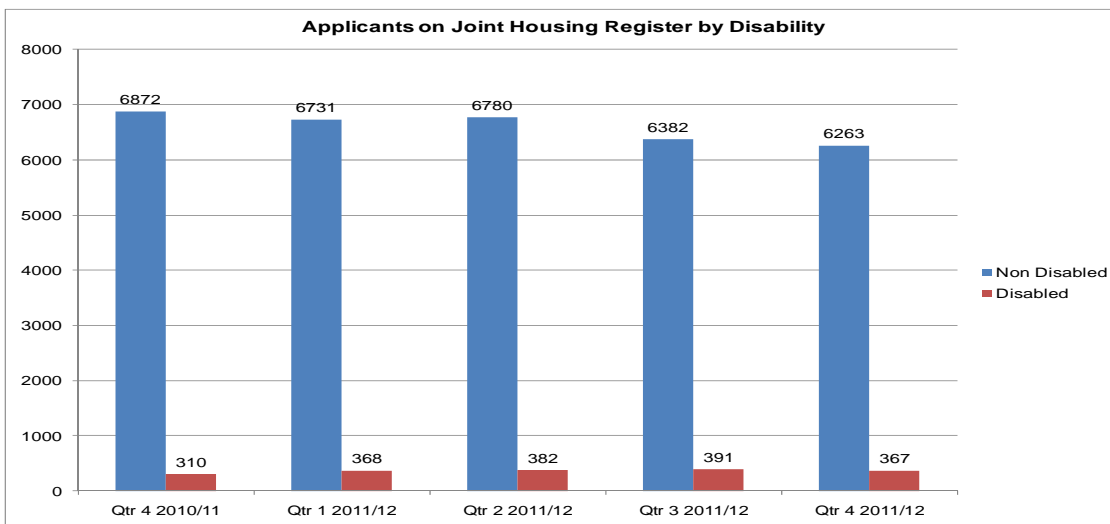
## Lettings



In percentage terms for Q4 2011 / 2012 this equates to  
 Non M/E = 65%  
 M/E = 26%  
 NOIG = 9%

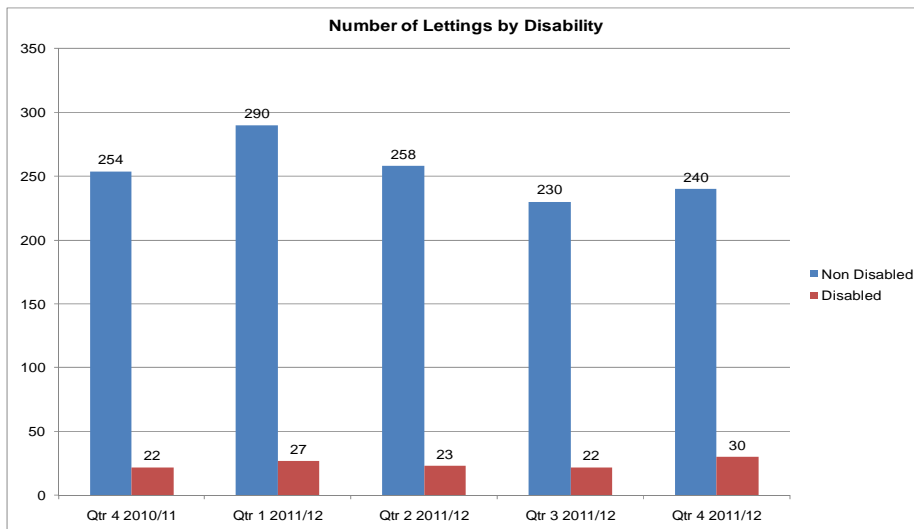


In percentage terms for Q4 2011 / 2012 this equates to  
 Non M/E = 60.5%  
 M/E = 31.5%  
 NOIG = 8%

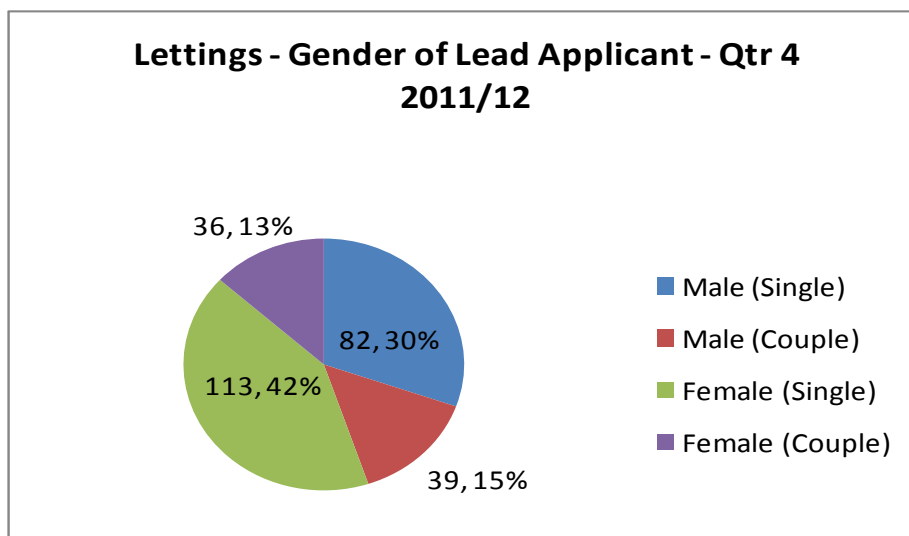
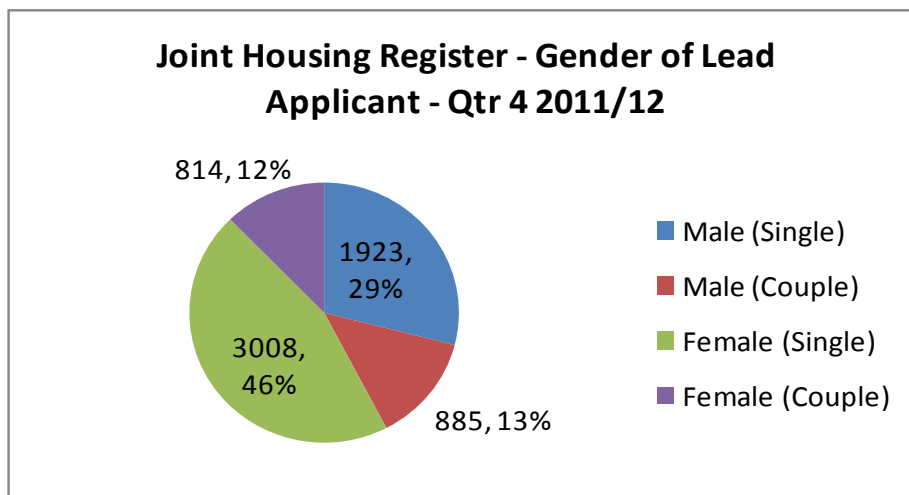


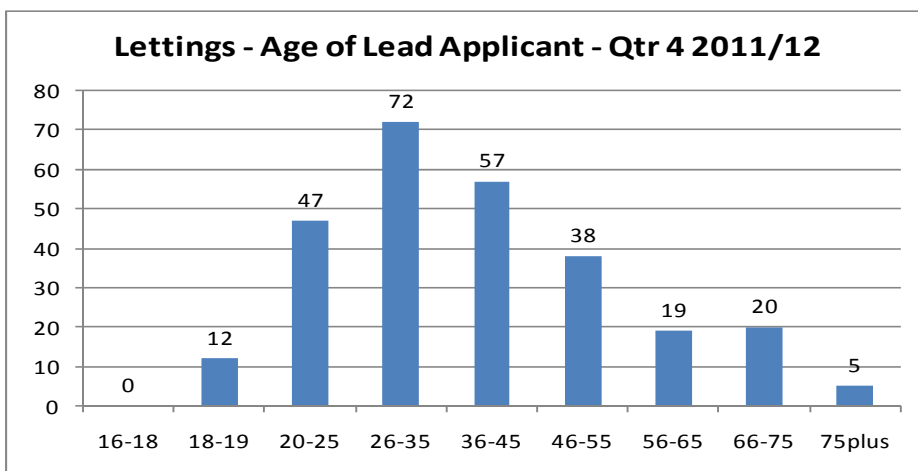
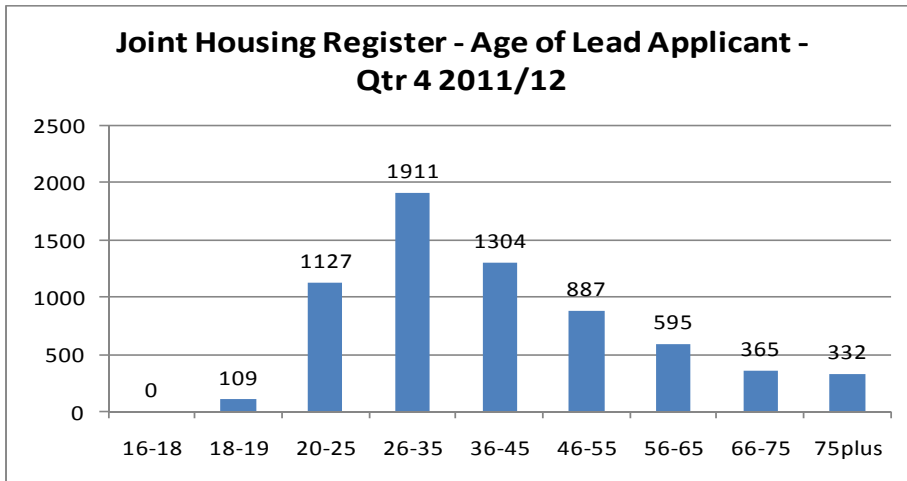
In Quarter 4 2011 / 2012 the Joint Housing register is made up of 6% disabled applicants





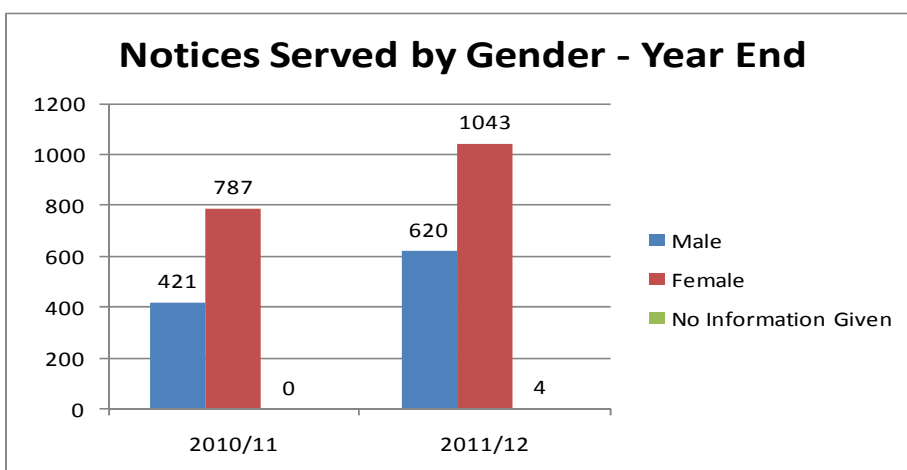
In Q4 11% of the lettings were made to disabled applicants.



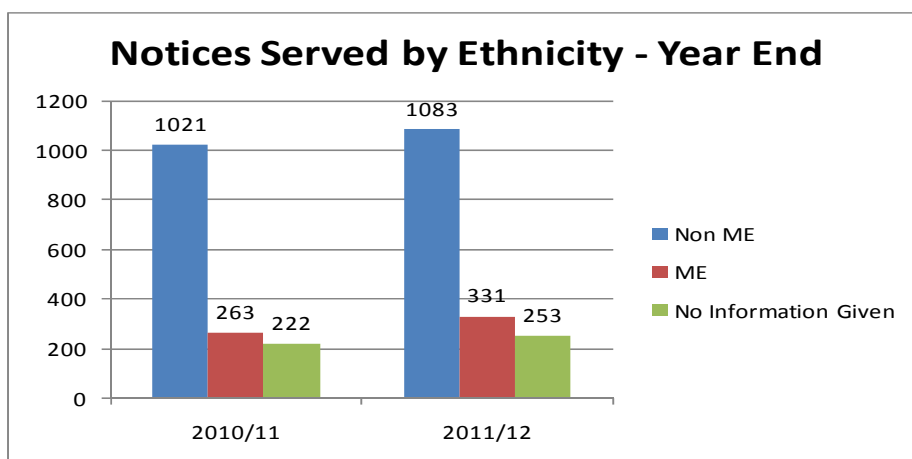
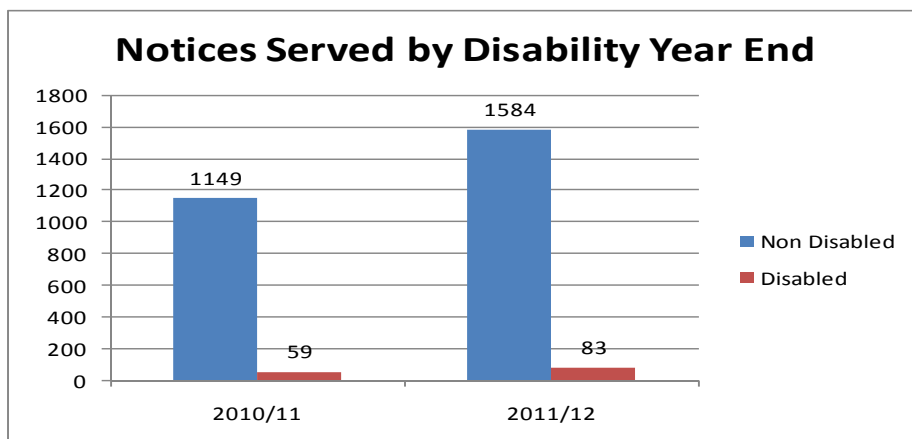


## Arrears

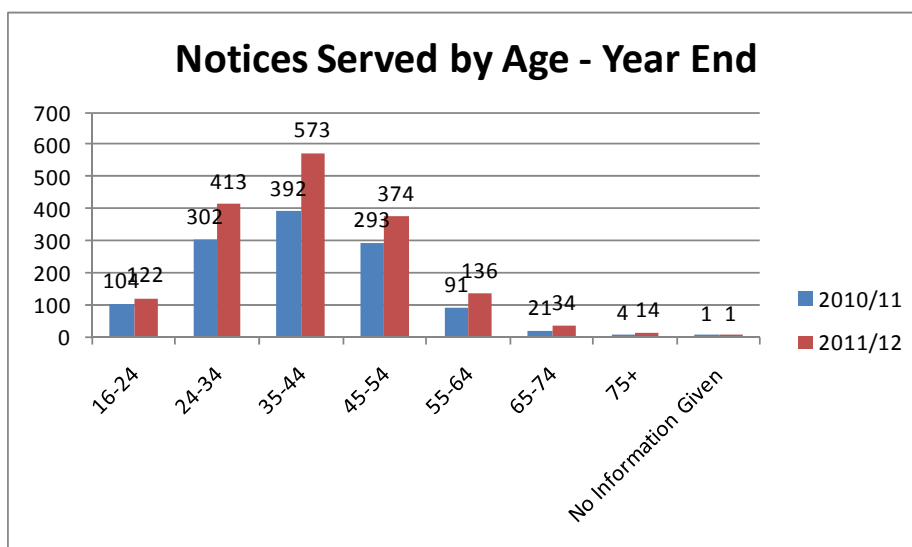
## Notice Served



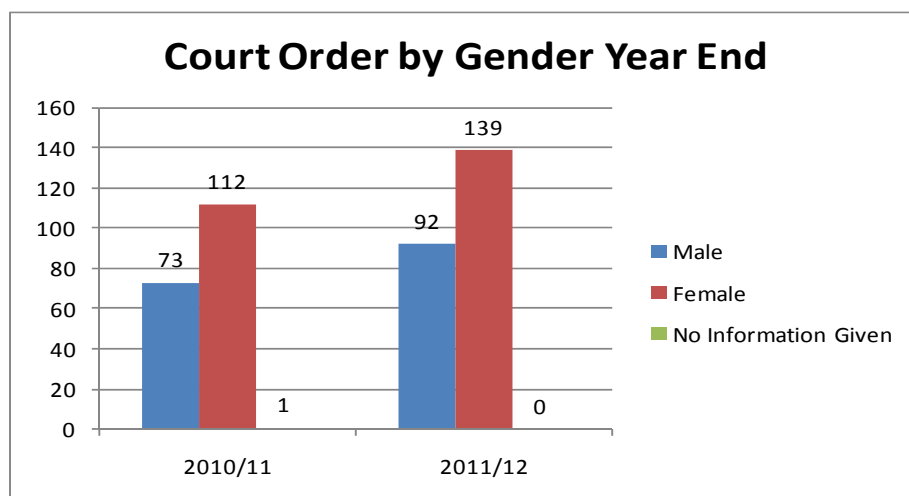
No quarter one figure in 2010/11



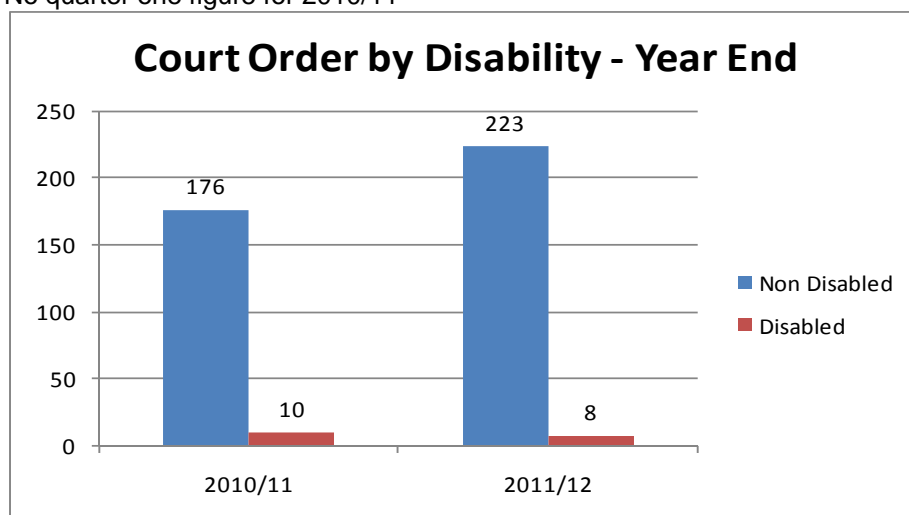
We did report on quarter one for notices served by Ethnicity for quarter one 2010/11  
 In percentage terms this breaks down as 65% of notices served on Non ME lead tenants, 20% on M/E lead tenants and 15% where no ethnicity information was recorded. These figures show more notices are served on ME lead tenants.



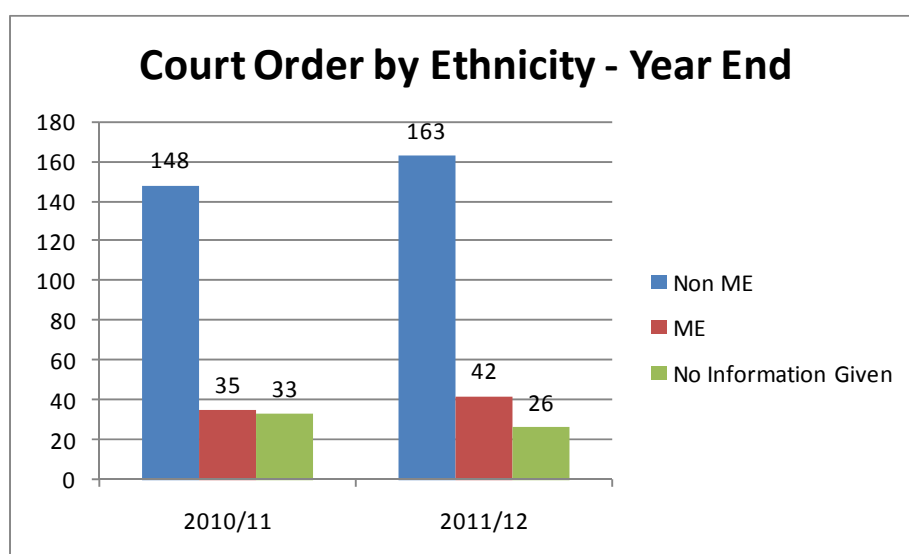
## Court Order



No quarter one figure for 2010/11

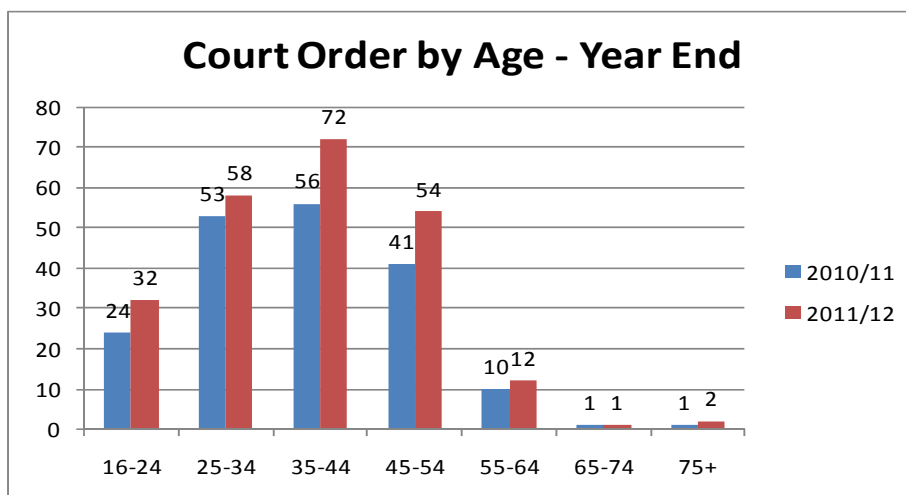


No quarter one figure for 2010/11

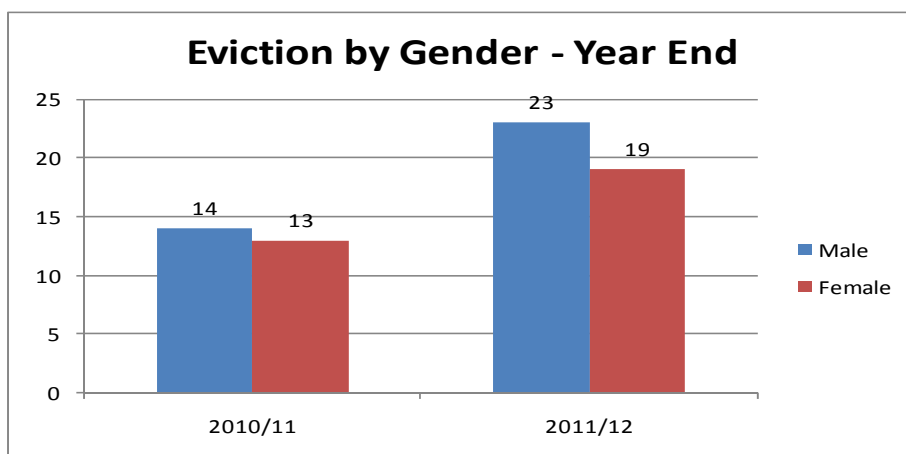


We did report on quarter one for notices served by Ethnicity for quarter one 2010/11

In percentage terms this breaks down as 71% of court orders served on Non ME lead tenants, 18% on M/E lead tenants and 11% where no ethnicity information was recorded. These figures show Court orders reflect the makeup of Derby Homes Lead tenant in relation to ethnicity.

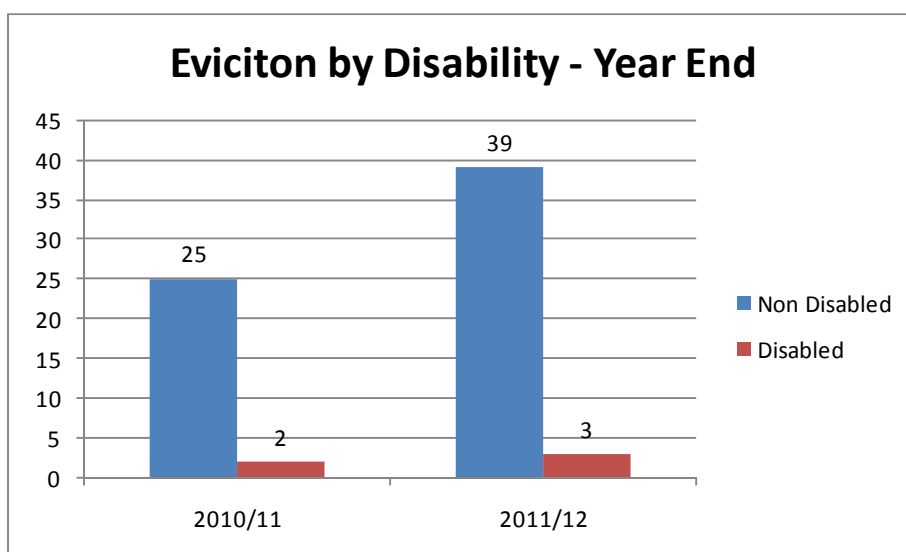


### Eviction

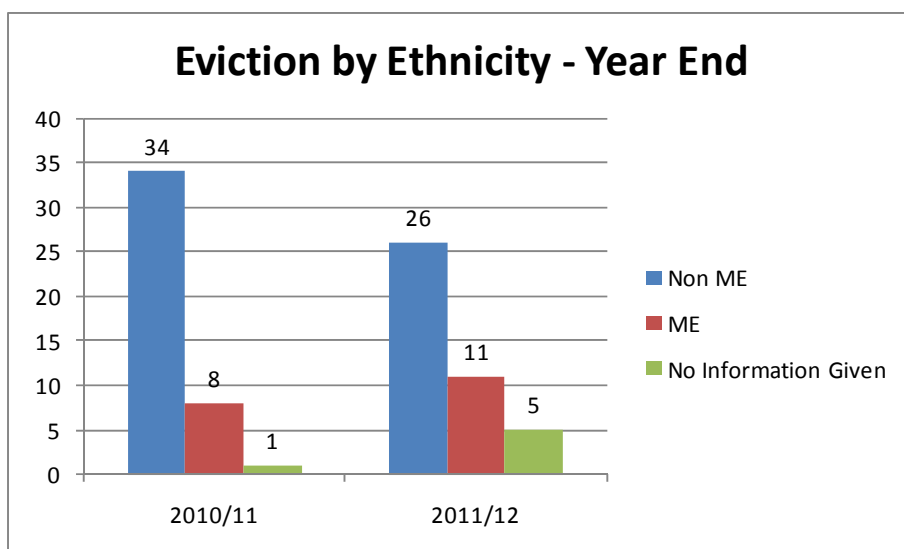


No quarter one figure for 2010/11

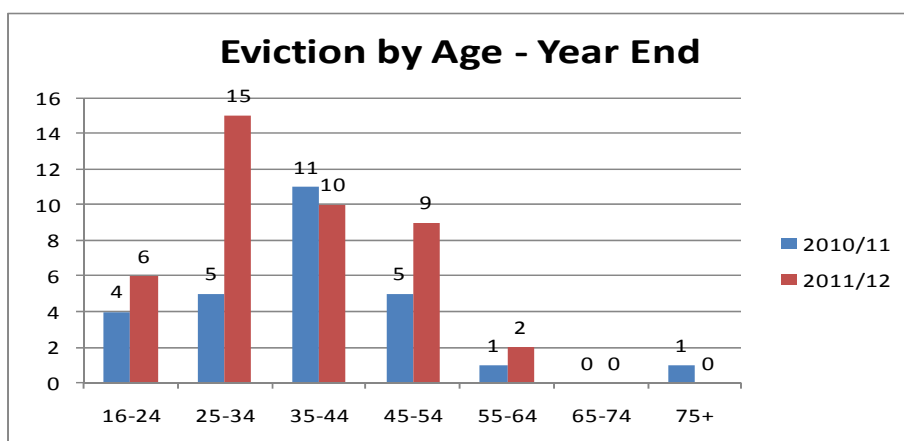
This graph shows that more men get evicted (even though we have more female lead tenants) In general it is single male households which make up the majority of male evictions, often these properties have been abandoned prior to eviction.



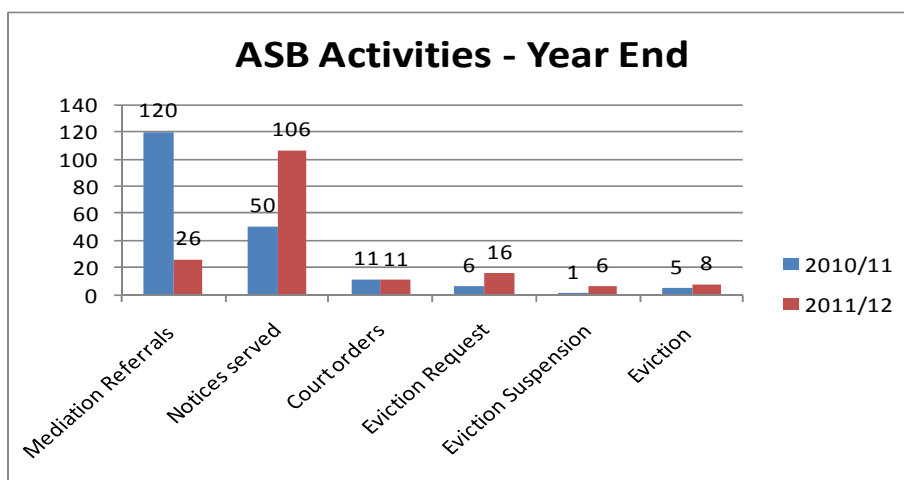
No quarter one figure for 2010/11



We did report on quarter one for notices served by Ethnicity for quarter one 2010/11  
 In 2011 / 2012 42 evictions were carried out for rent arrears. 62% of these were non ME tenants, 26% of evictions were ME tenants were and on 12% of these evictions we had not recorded ethnicity.



## Anti-Social Behaviour



In 2011 Derby Homes developed a new in house mediation service following the end of the contract with the previous mediation service provider. Work has been carried out with Neighbourhood Managers to assess the referrals process which has now been streamlined.

We can see a 40% increase in number of Evictions carried out, but relatively small numbers.

### Equalities breakdown of ASB Evictions carried out

Ethnicity	Gender	Age	Disabled	Religion	Sexual Preference
6 x Non ME 1 x ME 1 x NOIG	8 x Female	16 -24 = 2 25-34 = 2 35-44 = 2 45-55 = 2	1 x Non disabled 4 x Disabled 3 x NOIG	1 x Christian 7 x NOIG	4 x Heterosexual 4 x NOIG

### Mediation - Perpetrator

